

## Executive Assistant

### Information Communication and Technology (ICT)

<b>Position number</b>	00026377
<b>Agreement</b>	<a href="#">Public Sector CSA Agreement 2019</a> (or as replaced)
<b>Classification</b>	Level 3
<b>Reports to</b>	Chief Information Officer (Class 2)
<b>Direct reports</b>	Nil

#### Context

Education Business Services (EBS) is the key provider of professional business services and support for Western Australian public schools, statutory boards and divisions of the Department. These highly valued services are delivered through the areas of finance, information communication and technologies (ICT), and infrastructure. We continually strive to enhance the capability and responsiveness of our staff, systems and processes across the organisation to deliver high quality education.

We are committed to contemporary work practices and adhere to the following service delivery principles:

**Responsive:** We respond to and reflect the needs of our customers.

**Flexible:** We are flexible and understand that our customers are not all the same.

**Transparent:** We are clear and open about our services, processes and decision making.

**Accountable:** We hold ourselves to high standards and deliver on our commitments.

**Collaborative:** We work in partnership with our customers.

Delivery of Information Communication and Technology (ICT) services provides support for the Department's educational outcomes by developing initiatives and technical support strategies to ensure all 800 Western Australian public schools can be individual, distinctive and responsive to their local communities while still benefiting from being part of a system.

For information with respect to the Department go to:

<https://www.education.wa.edu.au/web/our-organisation/home>.

## Key responsibilities

### Specialist Services

- Provide administrative support to the Chief Information Officer which may include:
  - Preparing and coordinating correspondence and briefing notes.
  - Travel and accommodation requirements.
  - Scheduling appointments.
  - Managing enquiries and requests.
- Manage the office and administrative systems to ensure Divisional issues are efficiently and effectively met.
- Gather background information on ICT issues, assess priority, refer matters and follow up with the Chief Information Officer or other staff members on behalf of the Chief Information Officer.
- Monitor the Chief Information Officer's contingency budget which may include:
  - Paying accounts.
  - Organising corporate card statements and payment vouchers.
  - Arranging quotations.
  - Monitoring travel expenditure.
- Conduct research and investigations which may include library research and the review of professional journals, newspapers and media statements for issues of interest and importance.

### Divisional Support

- Contribute to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and EBS goals and facilitates accomplishment of designated roles and deliverables.
- Contribute to change management projects relevant to the Division.
- Participate on Division committees and working parties, as required.

### Customer and Stakeholder Liaison

- Liaise with a wide range of people including Divisional staff, the Minister's Office, senior staff of other agencies, parents and members of the public on a diverse range of issues.
- Receive confidential and sensitive enquiries which require appropriate referral and timely responses.
- Establish and maintain collaborative working relationships and effective communication networks with internal and external stakeholders.
- Maintain a focus on customer service delivery and continuous improvement of services.
- Develop and maintain effective communication links and working relationships to ensure access to diverse specialist knowledge.

## Selection criteria

1. Demonstrated sound administration and problem solving skills with the ability to provide executive support to senior managers.
2. Demonstrated sound oral communication and interpersonal skills, including the ability to liaise effectively with senior managers on a wide range of issues.
3. Demonstrated sound written skills with the ability to prepare correspondence, minutes and briefing notes.
4. Demonstrated sound organisational skills with the ability to work with limited supervision and make decisions in an environment with competing priorities and strict deadlines.
5. Demonstrated broad understanding of the information and technology industry.

## Eligibility and training requirements

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- complete the Department's induction program within three months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within six months of appointment.

## Certification

The details contained in this document are an accurate statement of the responsibilities and other requirements of the position.

## ENDORSED

Date 5 October 2020  
Reference D20/0490505