



## Director, Service Design and Support

<b>Position number</b>	To be confirmed
<b>Agreement</b>	Award Free
<b>Classification</b>	DEANE
<b>Reports to</b>	Executive Director, Statewide Services (EXDRED)
<b>Direct reports</b>	Various

### Context

The Department of Education's strategic directions outline the commitment for every child, from Kindergarten to Year 12, to have access to high quality education underpinned by excellence in teaching and quality leadership. This is an education that meets the needs of the learner preparing them for their next step into the workforce or further education.

The Statewide Services Division encompasses both school and system-facing service delivery models. While the Division primarily exists to support schools, it also has an important system facing role supporting strategy and policy development. The Division provides the services and supports required by schools to enable student achievement, with a focus on those students and schools that need it most.

As a Senior Executive Officer the position is expected to maintain, promote and model ethical practise and appropriate standards of conduct and behaviour that align with the values in the Department's Code of Conduct: integrity, equity, voice, truth-telling, teamwork, care and learning.

Visit [education.wa.edu.au](http://education.wa.edu.au) to find out more information about the Department of Education.

### Key responsibilities

#### Leadership and Strategic Management

- Lead and manage the design and provision of operational processes and corporate services support across the division, including budget management, staffing, project management expertise, and ICT systems and services.
- Lead and manage streamlined processes and responses for system-facing requests to Statewide Services for information and advice.
- Oversee the prioritisation and development of system responses with input from subject matter experts in Statewide Services.
- Provide strategic advice to the Executive Director to ensure the effective delivery of services, advice and support to public schools.
- Provide strategic and high-level advice for informed decision-making by the Minister, Director General, Corporate Executive and senior management.

- Work collaboratively with Professional Capability and Service Delivery to ensure subject matter expertise informs Statewide Services' responses to corporate, system and external requests for information and support.
- Provide leadership and strategic advice to promote and support culturally responsive educational programs and practices that meet the needs of individual Aboriginal students, teachers and schools and reflect the expectations in the Aboriginal Cultural Standards Framework.

### **Accountability and Quality Assurance**

- Contribute to the development and maintenance of the Department's accountability framework, ensuring policies, frameworks and practices comply with and promote accountability for the delivery of support programs and services.
- Develop and implement governance and quality assurance processes within the Directorate.
- Coordinate responses to requests for ministerial and other Government requirements.

### **People Management**

- Oversee effective employment processes that adhere to equity and equal employment opportunity principles.
- Establish a leave management plan and manage employees' leave entitlements in accordance with relevant Industrial Instruments and Departmental policy.
- Implement performance management, foster on-going professional development and ensure opportunities are provided which maximise staff capabilities to deliver quality educational and business outcomes.
- Provide strategic leadership supporting the health and wellbeing of Departmental staff.

### **Policy Development and Implementation**

- Oversee and lead policy review processes across Statewide Services.
- Monitor and evaluate data to refine services to schools and regions.
- Implement Government policies and priorities for education.

### **Community Relations**

- Initiate, promote, foster and maintain effective and responsive partnerships and links with key stakeholder and interest groups, including other Government departments.

### **Resource Management**

- Develop and implement budget strategies that aim for maximum benefit from the various State and Federal funding sources for support programs and services.
- Provide quality input to the requirements for adequate resourcing for operations, ensuring the allocation of resources responds to identified needs.
- Oversee the service delivery budget to ensure expenditure is contained within required parameters.

### **Selection criteria**

#### **Shapes and manages strategy**

- Inspires a sense of purpose and direction
- Focuses strategically
- Harnesses information and opportunities
- Shows judgement, intelligence and common sense

#### **Achieves results**

- Builds organisational skills and responsiveness
- Marshals professional expertise
- Steers and implements change and deals with uncertainty
- Delivers intended results

- Manages financial and physical resources in a constrained environment

#### **Builds productive relationships**

- Nurtures internal and external relationships
- Facilitates cooperation and partnerships
- Values individual differences and diversity
- Guides, coaches and develops people

#### **Exemplifies personal integrity and self-awareness**

- Demonstrates public service professionalism and probity
- Engages with risk and shows personal courage
- Commits to action
- Displays resilience
- Demonstrates self-awareness and a commitment to personal development

#### **Communicates and influences effectively**

- Communicates clearly
- Listens, understands and adapts to audience
- Negotiates persuasively.

#### **Eligibility and training requirements**

Employees will be required to:

- hold a recognised qualification in teaching and be currently registered or eligible for registration to teach in Western Australia
- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- obtain or hold a current Working with Children Check
- 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.

#### **DIRECTOR GENERAL**

Signature M. Ledges

Date 6 May 21.