



Assistant Executive Director, Service Delivery

Position number	To be confirmed
Agreement	Award Free
Classification	AEXDIR
Reports to	Executive Director, Statewide Services (EXDRED)
Direct reports	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 future success.

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 to find out more information about the Department of Education.

Key responsibilities

Leadership and Strategic Management

- Provide leadership and coordination in the planning, implementation and evaluation of integrated support and service delivery for schools to improve educational outcomes and student achievement.
- Lead the implementation and management of a streamlined and transparent Request for Assistance process for schools and regions.
- Lead the coordination and integration of the delivery of responsive specialist support services to students and schools.
- Provide strategic and high-level advice for informed decision-making by the Minister, Director General, Corporate Executive and senior management.
- Work collaboratively with Directors of Education to develop and maintain processes for the delivery of proactive and proportionate service and support to the education regions.

- 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 reflects the expectations in the Aboriginal Cultural Standards Framework.
- Work collaboratively with Professional Capability to inform and support development of professional learning for teachers, school leaders and other education-related staff.
- Work collaboratively with Service Design and Support to provide advice and information for system facing requests.
- Work collaboratively with other leadership teams within the Department to consolidate and prioritise programs, systems and processes to achieve service delivery objectives.
- Represent the Director General and the Department in a range of forums at local, State and National level.

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.
- Ensure service delivery and support functions are responsive to individual school and student needs, meet Departmental objectives, and comply with legislation and policies.
- Develop and implement governance and quality assurance processes within Service Delivery.
- Respond to requests for ministerial and other Government requirements as appropriate.
- Foster best practice within the Division to enhance customer service to teachers, schools and individual students.

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

- Lead and direct the development, implementation and review of policies and procedures covering the delivery of support services.
- Monitor and evaluate the effectiveness of policy and programs based on research and analysis of data and outcomes.
- Implement Government policies and priorities for education.
- Encourage reflection and innovation on research and policy development in relation to school and student support services, change management and system reform.

Community Relations

- Consult and provide accurate and timely information on matters related to service delivery functions to stakeholders, unions, professional associations and national bodies.
- 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.

