



Risk and Planning Officer

ICT Risk and Resource Planning

Position number	00038356
Agreement	Public Sector CSA Agreement 2019 (or as replaced)
Classification	Level 4
Reports to	Coordinator, ICT Risk and Statutory Reporting (Level 5)
Direct reports	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 and communication 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.

ICT Governance and Planning is the primary entry point to ICT for any new significant effort, project, planning or major change initiative.

Resource Planning is undertaken to ensure that ICT resource (including staff and equipment) contributions to projects and work are understood and reported on a regular basis. This fosters improved project delivery through optimum use of resources as well as enabling decisions concerning changes to work and other priorities to be properly resourced and the implications to be understood and managed.

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

Specialist Services

- Coordinate and report on risks for the ICT Division and maintains aspects of the Risk Register.
- Review and analyse ICT risks, associated controls and rating matrices are appropriate, including liaison with, and providing recommendations to, stakeholders.
- Maintain the ICT Statutory Reporting Schedule and support timely delivery of statutory reporting responses across the Division.
- Coordinate, review and circulate audit responses for the ICT Division and maintain associated schedules and other information, including ensuring risks are created in the risk register for implemented audit controls.
- Produce and maintain the ICT Risk and Resource Planning Business Plan, including research, collation and liaison relating to the services and operational activities of the branch.
- Creates and maintain annual procurement planning schedules and activities, including investigation and analysis of ICT expenditure and ongoing financial commitments.
- Submit ICT Risk Cover claims for ICT equipment and maintains associated information.
- Assist with the evaluation of information requirements and implementation of reporting systems to ensure the Division's needs are met in accordance with policies, guidelines and procedures.
- Create and maintain processes in the Department's process-mapping application for aspects of the ICT Risk and Statutory Reporting area.
- Undertake research activities and assist with projects and produce reports and other documentation, as required.

Branch Support

- Contribute to the Directorate achieving its goals and outputs.
- Participate in performance management activities to ensure development meets personal goals and business needs.
- 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 Branch.

Customer and Stakeholder Liaison

- Contribute to the development and maintenance of a strong working relationship with principals and managers across the Department.
- Maintain a focus on customer service delivery and continuous improvement of services.
- Establish and maintain collaborative working relationships and effective communication networks with internal and external stakeholders.
- Represent the Branch, as required, on EBS committees and working parties.

Selection criteria

1. Demonstrated well developed skills and experience in the identification and management of risks within an ICT environment.
2. Demonstrated well developed organisation and time management skills with the ability to achieve outcomes in a timely, efficient and customer focused manner.
3. Demonstrated well developed communication and interpersonal skills, including the ability to undertake consultation, collaboration and build effective relationships with key internal and external stakeholders.
4. Demonstrated well developed written communication skills, including the ability to produce reports and present complex information.
5. Demonstrated well developed research, conceptual and analytical skills with the ability to provide innovative thinking in problem solving.

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

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