



Principal Consultant, Business Improvement Business and Customer Services

Position number	00041501
Agreement	Public Sector CSA Agreement 2019 (or as replaced)
Classification	Level 7
Reports to	Manager, Business Improvement and Capability (Level 8)
Direct reports	Senior Business Improvement Coordinator (Level 6) Senior Business Intelligence Analysts (Level 6)

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.

The Business and Customer Services (BCS) Directorate supports the objectives and outcomes of clients by providing value for money corporate services through skilled and motivated people. BCS aims to deliver services within an environment of standardised systems and processes.

The Business Improvement and Capability (BIC) Branch serves Education and Business Services (EBS), and the broader Department with a focus on School Corporate Services staff. The BIC Branch works with clients using EBS business management functions to ensure these functions are efficient and effective, and that clients have the capability to use these functions optimally.

The BIC Branch aligns with the EBS Business Excellence Framework and supports the goals of continuous improvement for EBS Customer, People, Processes and Systems.

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

Key responsibilities

Specialist Services

- Collaborate across EBS to identify opportunities and develop strategies and plans for business improvement which align with strategic priorities.
- Manage and coordinate agreed business improvement and organisational change programs for EBS in collaboration with Manager BIC.
- Continually scan the environment and liaise with professional bodies and specialist groups to identify opportunities for improvement of business management functions.
- Provide knowledge and support to EBS in the area of continuous improvement through business process mapping, and the development and monitoring of key performance indicators to maximise efficiency and effectiveness.
- In collaboration with the Manager BIC, develop and implement criteria for performance evaluations of the use of business management functions.
- Develop and maintain best practice frameworks, tools and systems for organisational change and business improvement.
- Develop and maintain systems utilising data to generate insights and facilitate better decision-making and reporting from a number of data sources.
- Liaise with state, national and other bodies to influence standards and programs relevant to business management processes and practices.

Management and Directorate Support

- Provide leadership, supervision and support of business improvement staff to build business improvement capabilities.
- Establish and manage project teams to deliver BIC outcomes ensuring timely delivery and effective stakeholder engagement.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant awards, agreements and Departmental policy.
- Manage staff performance in accordance with the Public Sector Performance Management Standard and Departmental policy.
- Contribute to the change management projects relevant to the Branch.
- 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.

Customer and Stakeholder Management and Liaison

- Maintain a strong focus on customer service delivery and continuous improvement for EBS and stakeholders.
- Provide specialist high-level advice to stakeholders across EBS.
- Build strategic alliances and partnerships with stakeholders and interest groups to facilitate the development and implementation of business improvement outcomes that meet EBS priorities.
- Develop communication links to ensure effective flow of information to and from stakeholders using EBS business improvement and management processes.
- Represent BIC as directed on Department and cross government committees and working parties.

Selection criteria

1. Demonstrated highly developed skills and knowledge of business management functions and change management processes within the context of business improvement strategies.

2. Demonstrated highly developed leadership and management skills to manage change and reform project teams in the delivery of business improvement outcomes and customer satisfaction in a large and complex organisation.
3. Demonstrated highly developed interpersonal and communication skills to consult, collaborate and negotiate with key internal and external stakeholders in the delivery of business improvement change and reform.
4. Demonstrated highly developed written communication skills in the development of business cases, reports, briefing papers and presentation of key reporting indicators.
5. Demonstrated highly developed analytical and conceptual skills to evaluate business management performance and provide innovative solutions to complex problems.

Demonstrated 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 July 2021
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