



## Principal Consultant, Capability Building Business and Customer Services

<b>Position number</b>	00041502
<b>Agreement</b>	<a href="#">Public Sector CSA Agreement 2019</a> (or as replaced).
<b>Classification</b>	Level 7
<b>Reports to</b>	Manager, Business Improvement and Capability (Level 8)
<b>Direct reports</b>	Senior Capability Building Coordinator (Level 6) Senior Capability Building Coordinator Corporate Services (Level 6) Customer Services Officer (Level 2)

### 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 Directorate (BCS) supports the objectives and outcomes of customers by providing value for money corporate services through streamlined business systems and processes and skilled and motivated people.

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

## Key responsibilities

### Specialist Services

- Collaborate with EBS and corporate services teams within schools to develop plans and strategies to identify opportunities for capability building initiatives.
- Continually scan the environment for reforms, trends and issues likely to impact on business competencies, standards and practices and remain abreast of potential changes to identify opportunities for improvement.
- Develop options and scenarios to address capability building, talent management and succession planning for EBS and school corporate services staff in collaboration with the Manager BIC.
- Evaluate staff capability for BIC reform to assist BIC planning.
- Develop and maintain best practice plans, strategies and tools for organisational change and capability building.
- Works with EBS and stakeholders to identify, plan, implement and review professional learning programs that meet the needs of EBS and school corporate services teams.
- Liaise with state, national and other bodies to influence standards and programs for professional development of principals and manager corporate services.
- Establish and manage project teams to deliver BIC outcomes ensuring timely delivery and effective stakeholder engagement.

### Management and Directorate Support

- Provide leadership, supervision and support to build the capability of the branch.
- Undertakes regular review of plans to ensure achievement of outcomes, stakeholder satisfaction and value for money.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant awards, agreements and Department 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 improvements of services.
- Provide specialist high-level advice to stakeholders across EBS and school corporate services teams.
- Build strategic alliances and partnerships with stakeholders and interest groups to facilitate the development and implementation of capability building that meet both EBS and School Corporate Services' needs.
- Develop communication links to ensure effective flow of information to and from stakeholders using EBS business management processes.
- Represent BIC as directed on Departmental and cross government committees and working parties.

## Selection criteria

1. Demonstrated highly developed skills and knowledge of capability building, staff engagement and talent management strategies, and change management processes.
2. Demonstrated highly developed leadership and management skills to manage change and reform project teams in the delivery of business capability building and talent management 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 capability building and talent management 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.

## 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  
Reference     D21/0357452