



Principal Consultant Service Design and Support

Position number	Generic
Agreement	Public Sector CSA Agreement 2021 (or as replaced)
Classification	Level 7
Reports to	Manager, System Services and Responses
Direct reports	Nil

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.

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

Service Design and Support provides the shared functions and support needed to provide better services to schools. It also coordinates, implements and supports programs, initiatives, and special projects. Its purpose is to provide strategy, policy and program oversight and operational support to Statewide Services.

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

Key responsibilities

- Lead the design and provision of operational processes, structures and corporate services support across the division.
- Provide high-level professional and strategic support for the effective development, implementation and coordination of projects, programs and initiatives.
- Facilitate team processes to maintain working relationships within a variety of settings, building and maintaining networks with senior management and staff across other divisions, regions, networks, schools and the wider community.
- Provide strategic specialised advice and support on a broad range of issues and initiatives supporting the Department's strategic directions.

- Undertake research, review and analysis of organisational policies, procedures and guidelines.
- Coordinate, monitor and report on the effectiveness of cross-divisional projects initiated by Statewide Services.
- Research, prepare and evaluate briefing papers, speeches, correspondence, support documents, project budgets, Department responses and confidential reports.
- Consult and negotiate with internal and external stakeholders in a range of contexts related to Statewide Services.
- Design, develop and monitor the delivery of project, programs and initiatives to meet current and emerging needs.
- Work within teams and across business units to ensure integrated service delivery to schools and the system.
- Work in a culturally responsive and context specific manner to productively and respectfully engage stakeholders.

Selection criteria

1. Demonstrated substantial knowledge and understanding of public education contexts and operations at a central, regional and school level.
2. Demonstrated high-level planning and management skills with a proven ability to plan and coordinate initiatives in a complex environment.
3. Demonstrated highly developed conceptual, analytical and problem-solving skills and experience in applying strategic thinking to achieve outcomes and implement effective change management strategies to achieve educational outcomes.
4. Demonstrated highly developed communication and interpersonal skills to build effective relationships and networks, including experience in undertaking high-level consultations, collaborations and negotiations.
5. Demonstrated highly developed written communication skills, including extensive experience in the preparation of correspondence, reports, Ministerial communication, briefing notes and policy documents.
6. Demonstrated highly developed organisational skills with a proven ability to deliver outcomes on schedule in a demanding environment and under tight timeframes.

Employees will be required to:

- 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.

ENDORSED

Date [29 October 2021](#)
Reference D21/0621241