



Senior Capability Building Coordinator

Business and Customer Services

Position number	00038245
Agreement	Public Sector CSA General Agreement 2019 (or as replaced)
Classification	Level 6
Reports to	Manager, MCS Development Project (Level 8)
Direct reports	Nil

Context

The Business and Customer Services Directorate (BCS) supports the objectives and outcomes of clients by providing value for money corporate services through streamlined business systems and processes and skilled and motivated people.

The Business Capability branch leads and advises on operation direction and systemic improvement initiatives and outcomes, to continually improve customer service delivery.

The branch is responsible for initiating, managing and coordinating programs to enhance the capability and capacity of principals, managers corporate services, school corporate services staff and central services staff across the Department.

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

Key responsibilities

The Senior Capability Building Coordinator contributes to identifying and defining capability standards and accountabilities in relation to education business services functions and evaluating current capability of staff to achieve these standards.

The Senior Capability Building Coordinator develops and implements plans, strategies, systems and tools to enhance the capability and capacity of principals, managers corporate services, school corporate services staff and central services staff across the Department.

The Senior Capability Building Coordinator contributes to the development and analysis of key performance metrics and reporting tools tool for the reporting of performance across a range of measures.

Project Management and Directorate Support

- Contribute to the planning of, and coordinate and manage, service quality and continuous improvement projects related to capability building and talent management programs.
- Contribute to the development of business cases to secure investment into capability programs.
- Contribute to the strategic and operational management of the Directorate.
- Influence the Directorate's strategic directions and business plans by having awareness of best practice, trends and issues concerning the core functions of the branch.
- Maintain a strong focus on customer service delivery and continuous improvement of services.
- Build strategic alliances with customers, stakeholders and interest groups to enable development, acceptability and achievement of designated outcomes and to promote service capabilities.
- Develop plans and systems to support/enable/monitor achievement of the Directorate's vision and imperatives in alignment with directorate objectives.
- Deploy project resources, including people, financial, physical and information, to ensure they are available to address the Directorate's strategic plans, contractual obligations and other organisational priorities.
- Provide support for project staff and encourage and assist with the development and implementation of capability building strategies.
- Contribute to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and organisational goals and facilitates accomplishment of designated roles and deliverables.
- Represent the Directorate, as required, on Departmental and across Government committees and working parties.
- Ensure compliance with policy and statutory requirements such as the Financial Management Act, Treasurer's Instructions and Public Sector Standards.

Customer and Stakeholder Management and Liaison

- Provide advice to senior management on capability building programs and related talent management issues and responds to general enquiries and reports.
- Collaborate with, and provide expert advice to, stakeholders on capability development matters and processes and engages them to evaluate systems, tools and staff capacity to implement change initiatives and deliver improved service outcomes.
- Maintain a strong focus on customer service delivery and continuous improvement of services.

Specialist Services

- Develop and manage capability mapping to facilitate development of framework, policies, tools and capability building strategies.
- Provide expert advice on the development and use of capability frameworks and links to training and development programs guiding delivery of programs by internal and external groups.
- Maintain training and development plans, including defining development packages and contracting for service delivery.
- Collaborate with, and provide information to, stakeholders on business capability reform matters and processes.
- Develop processes and policies to ensure that approved capability framework elements are recorded and integrated with departmental workforce and staff development practices.
- Collate and analyse target group development information and strategy improvement outcomes and evaluates design and outcomes.

- Develops, implement, analyse and report on performance metrics and customer feedback.

Selection criteria

1. Demonstrated highly developed skills and experience in identifying opportunities to improve product/service delivery and applying quality improvement/risk management principles, including managing workplace change and the impact of change on people.
2. Demonstrated substantial experience in performance analysis and implementation of staff improvement initiatives, including the ability to critically analyse and use data to drive the development of business performance.
3. Demonstrated substantial skills, knowledge and experience in project management with the ability to meet targets, milestones, budgets and timelines using appropriate management of human resources.
4. Demonstrated highly developed verbal and written communication and interpersonal skills with the ability to effectively liaise with key internal and external stakeholders at a senior level and to build strong relationships.
5. Demonstrated skills and experience in achieving outcomes and delivering quality products and services consistent with customer needs and defined quality expectations.
6. Demonstrated highly developed analytical and conceptual skills with the ability to interpret data in order to 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 30 March 2020
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