

## Principal Consultant, Capability Building

### Business and Customer Services

<b>Position number</b>	00041502
<b>Agreement</b>	<a href="#">Public Sector CSA Agreement 2021</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

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 Improvement and Capability (BIC) branch sits within the Business and Customer Services Directorate (BCS) but delivers services across the Education and Business Services (EBS) Division and the broader Department through School Corporate Services staff. The BIC branch works collaboratively with EBS areas to implement organisational change to ensure corporate services functions are efficient and effective. The branch is responsible for leading and enabling the implementation of workforce and organisational reform and improvement initiatives across EBS and school corporate services staff.

We align our services through the EBS Business Excellence Framework which details how EBS manages its business and supports the goals of continuous improvement and capability for the EBS focus areas of Our Customers, Our People, Our Processes and Systems. The Branch maintains a focus on supporting school corporate services staff through EBS processes, communications and capability building initiatives.

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 and organisation development 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 and organisation development for EBS and school corporate services staff in collaboration with the Manager BIC and EBS leadership group.
- 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.
- Undertake 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, BCS Directorate and EBS.
- 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 high-level advice and mentoring to business leaders on the implementation of organisational change initiatives including capability building and workforce planning.
- Build and maintain influential relationships with senior management and key stakeholders, gaining trust and support in the achievement of EBS and school corporate services organisational development and culture goals.
- 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 experience in the delivery of organisation and workforce capability building and change in a complex service organisation.
2. Demonstrated highly developed leadership and management skills to manage a small team to coordinate, influence and deliver complex change and reform projects.
3. Demonstrated highly developed interpersonal and communication skills with the ability to coach and influence others, including effective conflict resolution, negotiation, and consultation with a range of stakeholders.
4. Demonstrated highly developed analytical and conceptual skills to evaluate business management performance and provide innovative solutions to complex problems.
5. Demonstrated experience in planning and designing organisation and workforce strategic projects, including the management of competing priorities to ensure objectives are achieved.

## 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            2 May 2022  
Reference    D22/0309303