



Coordinator Regional Operations

Education Regional Office

Position number	Generic
Agreement	Public Sector CSA General Agreement 2019 (or as replaced)
Classification	Level 7
Reports to	Director of Education
Direct reports	Various

Context

There are eight Regional Education Offices and various Local Education Offices in the State. These are staffed as determined by the Director of Education in accordance with local context and needs.

Staff in Regional and Local Education Offices are responsible for supporting schools in their regions by promoting system initiatives and providing support to enhance educational outcomes of students in public schools.

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

Key responsibilities

- As the first point of contact for school administrators, provide accurate, high-level and strategic advice to support and ensure the management of daily school operations complies with relevant legislation and Department policy settings.
- Provide professional, administrative and operational support to the Directors of Education to support school leaders and school operations.
- Implement a customer-service focus in the regional office to effectively and efficiently handle enquiries, concerns and complaints, relating to the regional office, schools or the Department in general.
- Ensure professionalism and accuracy in the provision of advice and information to maintain and enhance the public profile of education.
- Provide a brokerage service that supports communications with schools and central office.
- Prepare correspondence including formal responses to queries and issues including briefings and reports for the Minister, the Directors of Education and senior executives.
- Collaborate with support and contribute to all school support services.

- Support the implementation of system-wide strategies and programs that provide support to schools.
- Establish effective formal and informal liaison networks with other agencies, schools, the wider community, industry and political groups to assist in developing a positive public image for the Department and the regional office.
- Contribute to the monitoring, reviewing and reporting of performance and acquittal of the region's functions in meeting the Department's goals of supporting schools.
- Represent the Director of Education and the Department on various committees and working groups and act as executive officer to such groups as advised by the Director of Education.
- Where positions report to this position, 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.
- Where positions report to this position, manage staff performance in accordance with the Public Sector Performance Management Standard and Departmental policy.

Selection criteria

1. Demonstrated highly developed leadership and strategic planning skills with the ability to coordinate and promote a shared understanding of the regional office role.
2. Demonstrated ability to plan, implement and evaluate strategies and projects to improve regional level support to schools.
3. Demonstrated conceptual and analytical skills with the ability to identify and analyse issues and generate appropriate strategies.
4. Demonstrated extensive written and oral communication and public relations skills, including preparation of reports and briefings.
5. Demonstrated highly developed interpersonal skills, including the ability to establish and maintain cooperative and productive relationships and undertake negotiations, consultations and conflict resolution.

Eligibility and training requirements

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 7 April 2021
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