

**DEPARTMENT OF EDUCATION WESTERN AUSTRALIA
JOB DESCRIPTION FORM**

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|--|---|---|
| Public Sector Management Act 1994 | Salaries/Agreement/Award Public Service Award 1992 Public Service and Government Officers CSA General Agreement 2017 or as replaced | |
| Division: | Strategic Initiatives and Performance | Effective Date of Document 31 July 2018 |
| School: | School of Isolated and Distance Education | |

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| THIS POSITION | |
| Title: | Dispatch Officer |
| Classification: | Level 1 |
| Position No: | Generic |
| Positions under direct responsibility: Nil | |

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|--|---|------------------------|
| REPORTING RELATIONSHIPS | | |
| TITLE: | Program Coordinator – Student Services | |
| LEVEL: | School Administrator Level 3 | |
| POSITION NUMBER: | 00033130 | |
| TITLE: | Coordinator Learning and Support Services | |
| LEVEL: | 6 | |
| POSITION NUMBER: | 00032681 | |
| This position and the positions of: | | |
| Title | Level | Position Number |
| Various | | |

| TITLE | CLASSIFICATION | POSITION NO. | EFFECTIVE DATE |
|------------------|----------------|--------------|----------------|
| Dispatch Officer | Level 1 | Generic | 31 July 2018 |

CONTEXT

The Department of Education is Western Australia's largest public sector employer with approximately 45 000 staff or one third of the Government workforce in around 800 worksites.

We provide a system of public schools in which our aim is to ensure that every school is a good school, every teacher is effective and every student is successful.

The Department's other key responsibilities include:

- regulation of non-government schools in accordance with Part 4 of the School Education Act 1999
- administration of state funding to non-government schools
- higher education policy and planning
- legislative reviews
- providing secretariat services to the Teacher Registration Board of Western Australia, the Training Accreditation Council and the School Curriculum and Standards Authority.

The principles underpinning the Department's operations in Western Australia are:

- working collaboratively to achieve outcomes
- accepting responsibility and accountability for the achievement of outcomes
- enabling flexible, innovative and diverse work practices
- promoting confidence in the professional judgement of the Department's staff.

All Department actions are guided by four core values: Learning, Excellence, Equity and Care.

For further information, please visit: <https://www.education.wa.edu.au/web/our-organisation/home>.

The School of Isolated and Distance Education (SIDE), located in Leederville, is the centre for distance learning within the Department. Founded in 1918, SIDE has a rich history of student success and achievement for those studying through a distance education mode.

SIDE has a large and diverse student population ranging from Kindergarten to Year 12 for which it provides a comprehensive curriculum. SIDE responds to the changing needs of students in terms of the range of courses and programs offered and the mode through which they are delivered.

SIDE uses a variety of technologies integrated into the development of curriculum materials and modes of delivery thus making e-Learning a reality. SIDE provides an 'open access' approach to education for a range of client groups across the State. Enrolments are typically students who are permanent residents in Western Australia.

ROLE

The Dispatch Officer:

- provides assistance in the picking, packing and collating of products in preparation for dispatch
- actively participates in, and contributes to, the quality and customer service goals of the team
- orders replacement materials and maintains data regarding stock levels in accordance with SIDE's storage management processes
- assists with the daily processing of goods, recording of dispatches and completion of documentation to facilitate the efficient delivery of internal and external orders.

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| TITLE Dispatch Officer | CLASSIFICATION Level 1 | POSITION NO. Generic | EFFECTIVE DATE 31 July 2018 |
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OUTCOMES

1. Completed orders are picked, packed and despatched within the prescribed timelines and service level stipulated by SIDE.
2. An audit trail is maintained for the dispatch of all product orders.
3. The working environment is maintained in accordance with Occupational Safety and Health Regulations.
4. Records are maintained and enquiries dealt with in an efficient manner.

SELECTION CRITERIA

The following selection criteria are identified as being required to achieve the outcomes in the context of this position. Applicants will need to provide evidence of their capacity to transfer their knowledge and skills to achieving the outcomes of this position.

1. Demonstrated good written verbal and interpersonal communication skills, including the ability to maintain effective working relationships.
2. Demonstrated good organisational skills and ability to work in a team environment.
3. Demonstrated ability to use computers and a range of application software packages, particularly databases, spreadsheets and word processing.
4. Demonstrated well-developed customer service skills.

ELIGIBILITY

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment; and
- obtain or hold a current Working with Children Check.

TRAINING

Employees will be required to:

- complete the Department's induction program within three months of commencement;
- complete any training specific to this role required by Departmental policy; and
- 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 duties, responsibilities and other requirements of the position.

ENDORSED

DATE 31 July 2018
TRIM REF # D18/0252808