



## Senior Consultant – Online Service Design and Support

<b>Position number</b>	00031766
<b>Agreement</b>	<a href="#">Public Sector CSA Agreement 2021</a> (or as replaced)
<b>Classification</b>	Level 6
<b>Reports to</b>	Manager, Capability Support (Level 8)
<b>Direct reports</b>	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](http://education.wa.edu.au) to find out more information about the Department of Education.

### Key responsibilities

- Facilitate the development and delivery of online professional learning.
- Support content of professional learning programs appropriate for the online environment and provide training, advice and support on online learning tools, content and structure.
- Undertake the operational coordination of program delivery and provide guidance across all regions to ensure consistent implementation.
- Support the planning, implementation and evaluation of projects, programs and initiatives.
- Work within teams and across business units to ensure integrated service delivery to schools and the system.

- Develop and provide program support materials to course participants through digital technologies including learning management systems and audio-visual methodologies.
- Identify emerging opportunities and future innovation in professional development.
- Undertake quality assurance in monitoring, reviewing and evaluating learning programs to identify and implement improvements and changes as required.
- Research and establish strategies and operating procedures to support the development of professional growth through online methods.
- Work with key stakeholders within the Department and other sector agencies to influence and develop quality professional learning programs and online resources.
- Establish and maintain highly effective communication networks, with both internal and external stakeholders, to promote and ensure relevance of program development.
- Contribute to the achievement of Departmental goals and objectives, policies, strategies, standards and procedures to ensure strategic initiatives are met.

### **Selection criteria**

1. Demonstrated knowledge and understanding of current and emerging technologies for the development and delivery of online learning and projects in an adult learning context together with relevant knowledge of alternative and innovative learning methods.
2. Demonstrated skills and experience in the planning, designing, implementation and delivery of effective professional learning programs in a face to face and online context.
3. Demonstrated highly developed research, conceptual and analytical skills, including the ability to generate strategies which address issues, solve complex problems and inform decision making.
4. Demonstrated highly developed written and verbal communication skills with the ability to establish and maintain effective working relationships with stakeholders at all levels.
5. Demonstrated skills and experience in project management and successful implementation of digital and audio-visual resources into online professional learning initiatives.

### **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            28 January 2022  
Reference    D22/0045460