

## Project Support Officer

### Service Design and Support

<b>Position number</b>	00041632
<b>Agreement</b>	<a href="#">Public Sector CSA Agreement 2021</a> (or as replaced)
<b>Classification</b>	Level 4
<b>Reports to</b>	Senior Project Officer (Level 6)
<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) for more information about the Department of Education.

### Key responsibilities

- Provide support, advice and information to school administrators, teachers and other stakeholders on Student Online in Public Schools Policy and third party vendor management.
- Assess and resolve Service Now queries and escalates issues as appropriate.
- Develop customer relations and effective working relationships with internal and external clients to support the provision of a quality support service.
- Maintain databases and systems that record customer queries and issues.
- Monitor and review administrative support data, identify risks and provide statistical reports and recommendations on findings to senior management.

- Develop or modify resources to meet identified customer support needs.
- Assist with developing and delivering third party management training programs and preparing support materials.
- Work with other teams on shared priorities and initiatives to deliver integrated services and support to schools.
- Assist with developing and updating policies, procedures and guidelines that meet Department requirements.
- Work in a culturally responsive and context specific manner to productively and respectfully engage stakeholders.
- Work within teams and across business units to ensure integrated service delivery to schools and the system.

### **Selection criteria**

1. Demonstrated well developed verbal and interpersonal communication skills, including the ability to liaise effectively with a wide range of individuals at all levels.
2. Demonstrated well developed research, conceptual and analytical skills, including the ability to develop solutions to problems and issues.
3. Demonstrated well developed written communication skills, including the ability to develop and deliver training programs and support materials.
4. Demonstrated well developed organisational and customer service skills, including the ability to contribute to team outputs and targets.

### **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            28 January 2022  
Reference    D22/0043501