



## Housing and Transport Operations Coordinator

### Workforce Supply Mobility and Reform

<b>Position number</b>	00042055
<b>Agreement</b>	<a href="#">Public Sector CSA Agreement 2021</a> or as replaced
<b>Classification</b>	Level 6
<b>Reports to</b>	Principal Consultant, Housing and Transport (Level 7)
<b>Direct reports</b>	Housing and Transport Coordinator x 3 (Level 4)

### Context

The Staff Recruitment and Employment Services Directorate provides a human resource consultancy service to principals, line managers and staff in schools, central and regional offices.

Our team offer support with:

- the attraction, recruitment and appointment of quality staff
- position and salaries budget management
- case management of employees requiring placement
- the housing and transport of rural and remote staff.

Visit [education.wa.edu.au](http://education.wa.edu.au) for more information about the Department of Education.

### Key responsibilities

- Provide leadership, direction, support and guidance to staff in the administration and delivery of housing and transport services.
- Maintain and apply a contemporary knowledge of industrial agreements and associated entitlements for regional and remote staff.
- Work closely with the Housing and Transport Coordinators to ensure consistent activities and services are provided by all staff to all clients.
- Ensure housing and transport services are performed within specified timeframes and key performance indicators are being met within the branch.
- Establish and maintain effective working relationships with internal and external stakeholders, including the Director General, Executive Directors and Directors of Education.
- Provide consultancy, advice and support to clients and senior management on housing and transport processes and activities.

- Ensure processes to manage and evaluate the effectiveness of housing and transport programs and services are implemented and maintained.
- Support management decisions and communicate decisions to staff in a positive and professional manner.
- Implement, monitor and evaluate change, identify gaps and inconsistencies and provide constructive feedback where required.
- Contribute to the development, implementation and monitoring of human resource policies and procedures relating to housing and transport processes and services to enhance current practices.
- Contribute to projects and online initiatives to enhance housing and transport functions.
- Contribute to analytical reports on housing and transport processes and services.
- Induct new employees and work with individual staff members to improve individual performance through performance management and identify training needs.
- Manage and negotiate difficult situations to achieve results acceptable to stakeholders and within Departmental requirements.
- Lead and facilitate coaching of staff and clients to provide a better understanding of their responsibilities.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant Industrial Instruments and Departmental policy.
- Manage staff performance in accordance with the Public Sector Performance Management Standard and Departmental policy.

### **Selection criteria**

1. Demonstrated extensive knowledge of current issues, policies and best practice related to contemporary strategic human resource planning and management, including attraction and retention issues.
2. Demonstrated substantial skills and experience in developing and delivering customer focused and effective services to clients.
3. Demonstrated extensive skills and experience in managing, facilitating and working in a team environment, including the proven ability to engage and lead teams through continuous change.
4. Demonstrated considerable skills and experience in providing consultancy and leadership support to senior management and staff.
5. Demonstrated high-level written and verbal communication, interpersonal and negotiation skills, including the ability to build and maintain effective relationships with stakeholders and clients.

### **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 3 December 2021  
Reference D21/0733551