



Principal Consultant – Communication

Program Kaartdijin

Position number	00043552
Agreement	Public Sector CSA Agreement 2022 (or as replaced)
Classification	Level 7
Reports to	Principal Program Director
Direct reports	Nil

Context

Program Kaartdijin (the Program) has been established to develop a functionally fit, technologically robust solution to replace the current School Information System (SIS) and include additional information capture and reportability. The Program focuses on providing short term solutions as well as a longer-term solution that meets the operational needs of schools and the reporting and management needs of the Department at large. The Program vision is to provide a contemporary administrative and finance solution connecting people, processes and systems for school communities now and into the future. The Program values are:

- Integrity in all we do
- Open and transparent communication
- Collaborative approach – Shared goals and objectives
- Commitment and Cooperation
- Value all contributions
- Exceptional customer service

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Key responsibilities

Specialist Services

- Provide professional and strategic management support to the Principal Project Director in leading, developing, implementing and coordinating strategic communication strategies, campaigns and change management strategies, ensuring outcomes align to the Program's strategic direction and priorities.
- Manage the development of content and publications pertaining to the Program, ensuring articulation with policy and Program requirements, for use on IKON and in associated products.

- Provide leadership in the identification and prioritisation of current and emerging publication and communication development needs, including print and digital.
- Contribute to strategic development of the Program's online presence and digital strategy.
- Negotiate and implement processes and protocols to support communication strategies and service delivery, through print and digital.
- Provide support across the Program to ensure operational processes such as publishing protocols, document naming and materials development standards are maintained.
- Negotiate project goals, timelines, content and core features of communication and change management strategies through consultation with key stakeholders.
- Undertake complex research and evaluation tasks and projects, and provide recommendations related to digital communication and change management strategies and service delivery.
- Prepare Ministerial briefing notes, speech notes, reports and correspondence.

Management and Branch Support

- Provide proactive and timely advice to the Principal Project Director and Program team on communication and change management matters.
- Contribute to management of the Program working group.
- Maintain effective records and relevant information databases in accordance with the Department's recordkeeping policy.

Customer and Stakeholder Management and Liaison

- Build and maintain professional relationships with key internal and external stakeholders, including stakeholder groups.
- Coordinate the Program Kaartdijin Schools Advisory Committee and represent the Program on committees and working parties as required.
- Identify issues and problems and investigate these in a systematic manner to ensure consistency of responses.
- Maintain a focus on customer service delivery and continuous improvement of services.

Selection criteria

1. Demonstrated substantial experience in communications, including formulation, implementation and evaluation of communications projects and programs, analysis and reporting on performance.
2. Demonstrated highly developed written communication skills.
3. Demonstrated substantial experience in managing large and/or complex projects, including change management, to deliver agreed outcomes within specified timeframes.
4. Demonstrated highly developed interpersonal and communication skills with the ability to negotiate with and influence high level stakeholders.
5. Demonstrated highly developed conceptual, analytical and problem-solving skills with the ability to develop innovative solutions to complex problems aligned to strategic direction.
6. Demonstrated proven ability to work collaboratively and motivate, mentor and develop others.

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 3 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 6 months of appointment
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

Certification

The details contained in this document are an accurate statement of the responsibilities and other requirements of the position.

ENDORSED

Date 20 April 2023
Reference D23/1076675