

Project Support Officer

System Response and Transformation

Position number	00043873
Agreement	Public Sector CSA Agreement 2022 (or as replaced)
Classification	Level 4
Reports to	Program Delivery Manager (Level 8)
Direct reports	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.

The System Response and Transformation Division (SRT) drives high performance and assurance at a system level by providing senior leaders with visibility and assurance of system performance and improvement initiatives. This is achieved by ensuring strategic responses and projects are delivered within expectations; collecting and analysing data and reporting on performance; and overseeing the development of transformation opportunities in line with the Department's strategic intent.

The Division's Program Management Office drives and provides oversight of responses and initiatives that facilitate the delivery of the Department's strategic intent and prepare the Department for the future. We do this by initiating, managing, and monitoring projects of strategic importance using project management methodologies to underpin collaboration, standardisation, and the on time, on budget delivery of key project metrics.

Visit education.wa.edu.au for more information about the Department of Education.

Key responsibilities

- Provide support, advice and information to the program management office (PMO) and other stakeholders on projects, programs and initiatives.
- Assess and resolve project 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 program management office service.
- Maintain databases and systems that record projects, programs and initiatives progress, decisions, solutions 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 consultation sessions, workshops and training programs and preparing support materials.
- Work with other teams on shared priorities and initiatives to deliver integrated services and support to the Department through the program management office.
- Assist with developing and updating policies, procedures and guidelines that meet Department requirements.
- 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 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 18 August 2023
Reference D23/1493154