



Principal Consultant Service Delivery

Position number	00044765
Agreement	Public Sector CSA Agreement 2022 or as replaced
Classification	Level 7
Reports to	Manager, Service Planning and Contracts (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.

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 Delivery is the key interface with schools. Its purpose is to plan, coordinate and deliver targeted services that support schools and regions to improve student achievement.

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

- Provide high-level professional and strategic support for the effective development, implementation and coordination of projects, programs and initiatives.
- Lead and facilitate coordinated support to regions and schools to improve student achievement and educational outcomes.
- Facilitate team processes to build and maintain networks with senior management and staff across other divisions, regions, networks, schools and the wider community.
- Provide strategic specialised advice and support on a broad range of issues and initiatives supporting the Department of Education's strategic priorities.
- Undertake research, review and analysis of organisational policies, procedures and guidelines.
- Coordinate, monitor and report on the effectiveness of cross-divisional projects initiated by Statewide Services.

- Research, prepare and evaluate briefing papers, speeches, correspondence, support documents, project budgets and confidential reports on behalf of the Statewide Services executive team.
- Consult and negotiate with internal and external stakeholders in a range of contexts related to Statewide Services.
- Provide subject matter expertise to inform the development of system-wide professional learning materials and system responses.
- Design, develop and monitor the delivery of project, programs and initiatives to meet current and emerging needs.
- Work within teams and across business units to ensure integrated service delivery to schools and the system.
- Work in a culturally responsive and context specific manner to productively and respectfully engage stakeholders.

Selection criteria

1. Demonstrated substantial knowledge and understanding of current initiatives and issues that support schools and regions to improve student achievement.
2. Demonstrated high-level planning and management skills with a proven ability to plan and coordinate initiatives in a complex environment.
3. Demonstrated highly developed conceptual, analytical and problem-solving skills and experience in applying strategic thinking to achieve outcomes and implementing effective change management strategies to achieve educational outcomes.
4. Demonstrated highly developed communication and interpersonal skills to build effective relationships and networks, including experience in undertaking high-level consultations, collaborations and negotiations.
5. Demonstrated highly developed written communication skills, including extensive experience in the preparation of correspondence, reports, Ministerial communication, briefing notes and policy.
6. Demonstrated highly developed organisational skills with a proven ability to deliver outcomes on schedule in a demanding environment and under tight timeframes.

Employees will be required to:

- consent to a Nationally Coordinated Criminal History Check and obtain a current Screening Clearance Number issued by the Department of Education's Screening Unit prior to commencement of employment
- obtain or hold a current Working with Children Check
- 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 and every 3 years thereafter
- 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 21 May 2024
Reference D24/0393392