



ICT Communications and Engagement Process Officer

ICT Business Engagement

Position number	00038281
Agreement	Public Sector CSA Agreement 2019 (or as replaced).
Classification	Level 5
Reports to	Manager Business Engagement (Level 8)
Direct reports	Nil

Context

Education Business Services (EBS) is the key provider of professional business services and support for Western Australian public schools, statutory boards and divisions of the Department. These highly valued services are delivered through the areas of finance, information and communication technologies (ICT), and infrastructure. We continually strive to enhance the capability and responsiveness of our staff, systems and processes across the organisation to deliver high quality education.

We are committed to contemporary work practices and adhere to the following service delivery principles:

Responsive: We respond to and reflect the needs of our customers.

Flexible: We are flexible and understand that our customers are not all the same.

Transparent: We are clear and open about our services, processes and decision making.

Accountable: We hold ourselves to high standards and deliver on our commitments.

Collaborative: We work in partnership with our customers.

Delivery of Information Communication and Technology (ICT) services provides support for the Department's educational outcomes by developing initiatives and technical support strategies to ensure all 800 Western Australian public schools can be individual, distinctive and responsive to their local communities while still benefiting from being part of a system.

ICT Governance and Planning is the primary entry point to ICT for any new significant effort, project, planning or major change initiative and the Business Engagement Office has responsibility for undertaking the primary, initial engagement with organisational and external stakeholders.

For information with respect to the Department go to the [Department](#) website.

Key responsibilities

Specialist Services

- Develop and maintain business engagement process management policies and processes.
- Monitor and report on business engagement processes and outcomes.
- Develop and implement communication plans, templates and initiatives in support of business engagement.
- Provide management information in support of improved decision making and optimising resource allocation.
- Investigate and analyse issues, policies and practices associated with business engagement activities in order to develop appropriate solutions.
- Ensure that stakeholders are educated in understanding the engagement and planning processes.
- Maintain an awareness of developments and trends in ICT, especially in respect to the education sector.
- Undertake research that contributes to the development of parliamentary and ministerial responses.

Branch Support

- Contribute to the development and management of policies, standards and processes in support of clear, consistent and early business engagement.
- Contribute to the planning and implementation of communications concerning business engagement.
- Contribute to the planning and implementation of communications within the Branch.
- Ensure that activities, inputs and processes that are required of stakeholders are streamlined, automated and effective.
- Ensure that work that enters ICT (other than for Business as Usual activity) is cognisant of the existing resource commitments and is aligned to both the organisational strategic intent and the ICT Strategic Plan.
- Understand and provide information concerning the Enterprise and Information Architecture, Security Principles and the ICT Risk Model to stakeholders.
- Contribute to the Branch achieving its goals and outputs.
- Participate in performance management activities to ensure development meets personal goals and business needs.
- Contribute to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and EBS goals and facilitates accomplishment of designated roles and deliverables.
- Contribute to change management projects relevant to the Branch.

Business Engagement and Stakeholder Liaison

- Engage with current and future customers promoting the process of early engagement and its benefits.
- Contribute to the development of business engagement policies, standards and processes.
- Develop and implement business communication plans and initiatives.
- Contribute to the development and maintenance of a strong working relationship with principals and managers across the Department.
- Maintain a focus on business service delivery and continuous improvement of services.
- Establish and maintain collaborative working relationships and effective communication networks with internal and external stakeholders.
- Represent the Branch, as required, on EBS committees and working parties.

Selection criteria

1. Demonstrated well developed communication planning and delivery skills.
2. Demonstrated considerable knowledge of process management, development and delivery.
3. Demonstrated practical experience in customer relations and engagement in a planning role.
4. Demonstrated experience in coordinating the development of ICT, project and other ICT strategic communications.
5. Demonstrated knowledge and understanding of policies, issues and best practice in ICT project planning and management and the ability to contribute to developing policies, guidelines and standards.
6. Demonstrated well developed conceptual, analytical and evaluation skills with the ability to provide advice on issues, solve problems and implement business improvements.
7. Demonstrated well developed verbal, written and interpersonal communication skills with the ability to build and maintain effective stakeholder relationships to achieve a strong customer focus in the delivery of outputs.

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 1 October 2020
Reference D20/0493049