



Executive Support Officer Information Communication and Technology (ICT)

Position number	00040923
Agreement	Public Sector CSA General Agreement 2019 (or as replaced)
Classification	Level 3
Reports to	Chief Information Officer (Class 2)
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 communication and 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.

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

Key responsibilities

Specialist Services

- Provide administrative support to the ICT Executive Team, including coordination and preparation of correspondence, travel and accommodation arrangements and scheduling of appointments.
- Provide editorial support in line with Departmental protocols and conventions.

- Provide executive officer support to committees and/or other working groups, including setting up meetings, preparing agenda, taking and writing minutes and preparation of associated materials.
- Liaise with internal and external clients, including corporate executives, school and Regional Office staff, senior staff of other agencies and members of the public, on a diverse range of issues.
- Manage confidential and sensitive enquiries that require appropriate referral and timely responses.
- Manage office and administrative systems to ensure the ICT Directorates' operations are efficiently and effectively undertaken.
- Access and collate ICT information, assess priority, refer matters and follow up with stakeholders on behalf of the ICT Executive Team.
- Conduct ICT research and information gathering, including library and internet research, and review of relevant professional journals, newspapers and media statements for issues of interest and importance.
- Monitor the ICT Executive Team contingency budget, including payment of accounts, organisation of corporate credit card statements and payment vouchers, arrangement of quotations and travel expenditure.

Divisional Support

- 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 Division.

Customer and Stakeholder Liaison

- Establish and maintain collaborative working relationships and effective communication networks with internal and external stakeholders to ensure access to diverse specialist knowledge.
- Maintain a focus on customer service delivery and continuous improvement of services.

Selection criteria

1. Demonstrated sound administration and organisational skills with considerable experience in the delivery of administration support services, including the ability to provide executive support to Directors and senior managers.
2. Demonstrated sound oral communication and interpersonal skills, including the ability to liaise effectively with Directors, senior managers and internal and external clients on a wide range of issues.
3. Demonstrated sound written skills with the ability to prepare correspondence, minutes and briefing notes.
4. Demonstrated sound research, conceptual, analytical and problem solving skills with the ability to use initiative to identify priorities and meet conflicting timelines.
5. Demonstrated broad understanding of the information and technology industry.

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 13 November 2020
Reference D20/0580008