



Manager System Services and Responses

Service Design and Support

Position number	00031506
Agreement	Public Sector CSA Agreement 2022 (or as replaced)
Classification	Level 8
Reports to	Director, Service Design and Support
Direct reports	Various

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 Design and Support provides the shared functions and support needed to provide better services to schools. It also coordinates, implements and supports programs, initiatives, and special projects. Its purpose is to provide strategy, policy and program oversight and operational support to Statewide Services.

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

Key responsibilities

- Lead and manage the provision of operational processes and corporate services support across Statewide Services.
- Project manage and implement programs, initiatives and projects to meet current and emerging business needs related to Statewide Services.
- Manage and monitor streamlined processes and responses for system requests.
- Inform and contribute to system responses to State, Commonwealth and cross-agency initiatives as required.
- Develop, review and improve operational policies, processes and procedures.
- Deliver quality assured responses requested from Statewide Services by the system such as briefings, reports and ministerial communications, with input as required from subject matter experts across the division.

- Implement high-level operational strategies to deliver and ensure optimal and sustainable performance.
- Lead and manage Statewide Services central financial and human resources.
- Undertake facilities planning, facilities management, forecasting, design, development and ongoing management.
- Work within and across teams and business units to integrate service, support and advice to schools and the system.
- Work in a culturally responsive and context specific manner to productively and respectfully engage stakeholders.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant awards, agreements and Departmental policy.
- Manage staff performance in accordance with the Public Sector Performance Management Standard and Departmental policy.

Selection criteria

Implements and manages strategy

- Translates strategy into operational goals and creates a shared sense of purpose within the business unit.
- Engages others in the strategic direction of the work area, encourages their contribution, and communicates expected outcomes.
- Considers the ramifications of a wide range of issues, anticipates priorities and develops long term plans for the work area.
- Understands objective, critical analysis and distils the core issues.

Achieves results

- Evaluates ongoing project and program performance and identifies critical success factors.
- Establishes clear plans and timeframes for project implementation and outlines specific activities.
- Strives to achieve and encourages others to do the same.
- Monitors progress and identifies risks that may impact outcome and adjusts plans as required.

Builds productive relationships

- Builds and sustains relationships with a network of key people internally and externally.
- Recognises shared agendas and works toward mutually beneficial outcomes.
- Brings people together and encourages input from key stakeholders.

Exemplifies personal integrity and self-awareness

- Acts professionally and impartially at all times and operates within the boundaries of organisational processes and legal and public policy constraints.
- Takes personal responsibility for meeting objectives and progressing work and commits energy and drive to see that goals are achieved.
- Persists and focuses on achieving objectives even in difficult circumstances.

Communicates and influences effectively

- Confidently presents information in a clear, concise and articulate manner and translates information for others.
- Approaches negotiations with a strong grasp of key issues, having prepared well in advance.
- Anticipates the position of the other party and adapts approach accordingly.
- Encourages the support of relevant stakeholders.

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 25 October 2023
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