



Principal Consultant

Information and Communication Technologies

Position number	00041593
Agreement	Public Sector CSA Agreement 2019 (or as replaced)
Classification	Level 7
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 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 support the delivery of high-quality education.

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

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

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

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

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

Collaboration: We work in partnership with our customers.

Delivery of ICT services provides support for the Department's educational outcomes by developing initiatives and technical support strategies to ensure all 800-plus 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 high-level professional support to the Chief Information Officer.
- Provide strategic advice and input into the development, implementation and monitoring of policies, procedures, guidelines and standards that support the functions of ICT and in accordance with the Department's strategic direction.
- Undertake comprehensive research to identify current trends and issues across ICT functions and provide strategic advice and recommendations to address issues.
- Coordinate cross-group projects initiated by the Chief Information Officer and monitor and report on projects as required.
- Prepare and evaluate briefing papers, speeches, correspondence, support documents, project budgets and confidential reports on behalf of the Chief Information Officer.
- Undertake quality assurance to ensure all correspondence meets the required Departmental guidelines.
- In consultation with division staff, translate technical subject matter information into plain language for the Department's intranet and other communication platforms.

Management and branch support

- Provide advice and information to Corporate Executive and stakeholders on ICT policy and operational matters.
- Contribute to a safe work environment that 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 ICT.
- Represent ICT and/or EBS, as required, on committees and working parties.

Customer stakeholder management and liaison

- Identify issues and problems and investigate these in a systematic manner to ensure consistency of responses.
- Build and maintain effective working relationships and networks with senior management and staff across other divisions, schools and the wider community to ensure policy, systems, processes, advice and support are meeting client needs.
- Promote a customer-service ethic throughout ICT by ensuring that outcomes are consistent with client needs wherever possible.
- Facilitate teams and team processes in order to maintain working relationships within a variety of organisational and community settings.
- Establish and maintain collaborative working relationships and effective communication networks with internal and external stakeholders to ensure access to diverse specialist knowledge.

Selection criteria

1. Demonstrated highly developed verbal communication and interpersonal skills, including experience in undertaking senior-level consultations, collaborations and negotiations.
2. Demonstrated highly developed research, conceptual, analytical and risk management skills, including the ability to provide innovative solutions to complex matters.
3. Demonstrated highly developed written communication skills, including extensive experience in the preparation of correspondence, reports, Ministerials, briefing notes and policy.
4. Demonstrated high-level understanding of, and sensitivity to, the strategic requirements and direction of the Government.

5. Demonstrated high-level skills and experience in reviewing, interpreting and reporting on relevant information found in briefings, correspondence, policy, guidelines and other information sources.
6. Demonstrated high-level planning and organisational skills with a proven ability to implement processes to facilitate monitoring, reporting and delivery of outcomes on schedule in a demanding environment.

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 3 August 2021
Reference D21/0451585