



## Project Support Officer – Training and Support Program Kaartdijin

<b>Position number</b>	00043534
<b>Agreement</b>	Public Sector CSA Agreement 2022 (or as replaced).
<b>Classification</b>	Level 5
<b>Reports to</b>	Manager, Training and Support (Level 8)
<b>Direct reports</b>	Nil

### Context

Program Kaartdijin (the Program) has been established to develop a functionally fit, technologically robust solution to replace the current School Information System (SIS) and include additional information capture and reportability. The Program focuses on providing short term solutions as well as a longer-term solution that meets the operational needs of schools and the reporting and management needs of the Department at large. The Program vision is to provide a contemporary administrative and finance solution connecting people, processes and systems for school communities now and into the future.

The Program values are:

- Integrity in all we do
- Open and transparent communication
- Collaborative approach – Shared goals and objectives
- Commitment and Cooperation
- Value all contributions
- Exceptional customer service

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### Key responsibilities

#### Specialist Services

- Develop and maintain business engagement process management policies and processes related to Program training and support.
- Monitor and report on business engagement processes and outcomes.
- Develop and implement communication plans, templates and initiatives in support of business engagement.
- Provide data analysis and management information in support of improved decision making and optimising resource allocation.
- Investigate and analyse data, 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.
- Undertake research that contributes to developing 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 planning and implementing communications concerning business engagement.
- Contribute to the planning and implementation of communications within the Program.
- Ensure that activities, inputs and processes that are required of stakeholders are streamlined, automated and effective.
- Ensure that work that enters the Program is cognisant of the existing resource commitments and is aligned to both the Program's strategic intent and the solution training and support plan.
- Understand and provide information and data concerning the Program training strategy, training approach, and support model to stakeholders.
- Contribute to the Program 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 Program goals and facilitates accomplishment of designated roles and deliverables.
- Contribute to change management projects relevant to the Program.

### **Business Engagement and Stakeholder Liaison**

- Engage with current and future customers promoting the process of early engagement and its benefits.
- Contribute to developing training and support 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 Program, as required, on committees and working parties.

### **Selection criteria**

1. Demonstrated well developed planning, coordination, monitoring and delivery skills.
2. Demonstrated practical experience in data interpretation reporting, including the ability to identify trends to guide recommendations.
3. Demonstrated experience in coordinating the development of deliverables and communications for a program or project.
4. Demonstrated knowledge and understanding of policies, issues and best practice in project planning and management and the ability to contribute to developing policies, guidelines and standards.
5. Demonstrated well developed conceptual, analytical and evaluation skills with the ability to provide advice on issues, solve problems and implement business improvements.
6. Demonstrated well developed verbal, written and interpersonal communication skills with the ability to build and maintain effective stakeholder relationships, work independently and collaboratively in a team to achieve a strong business engagement 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 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 13 April 2023  
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