



Principal Consultant Incident Support Unit

Position number	Generic
Agreement	Public Sector CSA Agreement 2022 or as replaced
Classification	Level 7
Reports to	Manager, Incident Support Unit (Level 8)
Direct reports	Nil

Context

The Incident Support Unit (ISU) is responsible for developing strategic initiatives and organising and overseeing the implementation of a coordinated incident management response for the Department of Education (the Department).

ISU provides:

- A central point of contact for coordination for incident management support and timely information and appropriate ongoing support regarding emerging incidents.
- A link between relevant services across the Department in response to incidents and throughout all phases of incident management.
- Promotion of risk awareness and incident management planning for threats and hazards that may affect schools and work sites.
- Delivery of Incident Management training and instruction for Department staff and services.
- Builds the Department's Incident management capability through the facilitation of incident management training aimed at improving and developing incident management resources, processes and systems.
- Interagency collaboration through knowledge and resource sharing.
- A conduit for the Incident Planning Committee to ensure current incident management policy and procedures exists, consistent with supporting legislation.

Visit education.wa.edu.au for more information about the Department of Education.

Key responsibilities

- Undertake an active role in Incident Support Coordination upon activation of Level 2 and 3 incidents.
- Undertake relevant Cell Lead role and responsibilities in accordance with the Incident Management Manual.

- Provide incident management consultancy, advice and liaise with the State Operations Command Centre to minimise risk to staff, students and property.
- Provide leadership and administer risk governance incident management support to the Education Regional Offices and other Departmental sites.
- Develop, implement and evaluate operational incident management strategies in accordance with relevant legislation, frameworks and governance.
- Coordinate timely and sustainable incident management services and responses including monitoring emergency alerts and liaison between stakeholders.
- Provide advice and recommendations, following occurrence of an incident and ensure post incident assessment processes and recommendations are implemented.
- Build and maintain strategic and productive relationships with key stakeholders to facilitate achievement of the Department's incident management objectives.
- Monitor relevant content of the Incident Management Manual, make recommendations for amendments and develop content as required for Incident Planning Committee (IPC) approval.
- Contribute to the development and review of incident management and support; policy, implementation frameworks, procedures, site and agency plans and other key documentation.
- Prepare high-level briefings, research and discussion papers for presentation to senior management.
- Undertake analysis of data and research to identify emerging trends and issues related to incident management arrangements and the implications for education.
- Support schools and sites in the procurement and maintenance of incident management resources, facilities, services and materials.
- Support ISU staff in the planning and delivery of incident management related communications and capability and readiness building activities.

Branch Support

- Contribute to the achievement of ISU deliverables and undertaking of ISU operations.
- Provide a consultancy and support service to Education Regional Offices on incident management matters.
- Provide timely advice and information to Department staff, Corporate Executive and other stakeholders on incident management policy and operational matters.
- Build and maintain strategic relationships with key stakeholders to facilitate achievement of the Department's incident management objectives and participate in relevant committees and working groups.
- Contribute to change management projects relevant to incident management.
- Represent the ISU, as required, on committees and working parties.
- Undertake leave relief in the role of Principal Consultant ISU, located at the WA Police State Operations Centre.
- Participate in the ISU on call roster.

Selection criteria

1. Demonstrated high-level knowledge and experience in risk mitigation and incident management, including expertise in risk and incident management governance from a Government or similar context.
2. Demonstrated ability to implement procedures that facilitate monitoring, reporting and delivery of outcomes on schedule in a demanding environment and under tight timelines.
3. Demonstrated highly developed communication and interpersonal skills to build effective relationships and networks, including experience in undertaking high-level consultations, collaborations and negotiations.

4. Demonstrated highly developed written communication skills, including extensive experience in preparing reports and high-level briefing notes and providing input into policy and framework development.
5. Demonstrated highly developed conceptual, analytical and problem solving skills and experience in applying strategic thinking to achieve outcomes and implement effective reform initiatives.

Eligibility and training requirements

Employees will be required to:

- undertake on call in accordance with the on call roster
- consent to a Nationally Coordinated Criminal History Check and obtain a current Screening Clearance Number issued by the Department of Education's Screening Unit 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 and every 3 years thereafter
- 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 10 October 2024
Reference D24/0773789