



Executive Support Officer – Program Management Office

System Response and Transformation

Position number	00043869
Agreement	Public Sector CSA Agreement 2022 or as replaced
Classification	Level 3
Reports to	Program Delivery Manager – Program Management Office (Level 8)
Direct reports	Nil

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.

The System Response and Transformation Division (SRT) drives high performance and assurance at a system level by providing senior leaders with visibility and assurance of system performance and improvement initiatives. This is achieved by ensuring strategic responses and projects are delivered within expectations; collecting and analysing data and reporting on performance; and overseeing the development of transformation opportunities in line with the Department’s strategic intent.

The Division’s Program Management Office drives and provides oversight of responses and initiatives that facilitate the delivery of the Department’s strategic intent and prepare the Department for the future. We do this by initiating, managing, and monitoring projects of strategic importance using project management methodologies to underpin collaboration, standardisation, and the on time, on budget delivery of key project metrics.

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

Key responsibilities

Specialist Services

- Provide administrative support to the Program Management Office, 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 Directorates' operations are efficiently and effectively undertaken.
- Access and collate information, assess priority, refer matters and follow up with stakeholders on behalf of the Program Management Office.
- Conduct 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 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 Division 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:

- 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 1 August 2024
Reference D24/0546390