



Data and Information Officer Service Delivery

Position number	00040627
Agreement	Public Sector CSA Agreement 2021 or as replaced
Classification	Level 4
Reports to	Manager, Service Planning and Contracts (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.

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 Delivery is the key interface with schools. Its purpose is to plan, coordinate and deliver targeted services that support schools and regions to improve student achievement.

The Service Planning and Coordination Directorate enables the delivery of an integrated service to support schools to improve student achievement and educational outcomes, accessing subject matter experts as required. It also coordinates the provision of system-wide ancillary services and programs that complement and support student achievement.

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

Key responsibilities

- Provide recommendations and support in relation to changes to systems, processes, record keeping and policies and procedures to improve data quality.
- Provide technical and system advice in relation to compliance reporting protocols and procedures.
- Liaise across Statewide Services and the Department in relation to data collection and associated reporting matters.

- Investigate data to identify emerging trends, issues and uncharacteristic patterns relating to Statewide Services data.
- Coordinate and collate highly confidential and sensitive information and data received by the Department relevant to this position.
- Undertake research, analysis and evaluation of complex reports.
- Produce regular reports and validate data.
- Prepare and coordinate correspondence, information guidelines and briefing notes.
- Represent the branch, as required, on committees and working parties.
- Assist with developing and maintaining various data sets for Statewide Services projects.
- Contribute to projects relevant to the Division.
- Work within teams and across business units to ensure integrated service delivery to schools and the system.
- Work in a culturally responsive and context specific manner to productively and respectfully engage stakeholders.

Selection criteria

1. Demonstrated proficiency in providing administrative services, including experience in technical systems and databases support, executive services and administering and reporting on systems.
2. Demonstrated well developed research, conceptual and analytical skills, including experience in managing complex and/or sensitive data to identify trends and issues.
3. Demonstrated well developed written communication skills and the ability to prepare correspondence, briefing notes and guidelines.
4. Demonstrated well developed verbal and interpersonal communication skills, including the ability to liaise effectively with people at all levels and to work effectively in a team environment.
5. Demonstrated well developed organisational and time management skills with the ability to deliver outcomes on schedule.

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 18 March 2022
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