

Senior Improvement and Communications Consultant

Education Business Services

Position number	00038246
Agreement	Public Sector CSA Agreement 2024 or as replaced
Classification	Level 6
Reports to	Manager, Office of Education Business Services (Level 8)
Direct reports	Nil

Context

The Office of Education Business Services (EBS):

- provides strategic advice on procedural and transactional matters and ensures the effective operation of the administrative infrastructure that supports the Deputy Director General EBS' transactional responsibilities
- is responsible for ensuring executive processes and responses are efficient and effective
- is a conduit between the Office of EBS and the executive teams of Corporate Executive and the EBS Executive Leadership Group
- develops and manages the EBS business and people plans to ensure the division remains focused on delivering outcomes.

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

Key responsibilities

Specialist Services

- Prepare and review a wide range of correspondence and other communications on behalf of the Office of EBS.
- Contribute to the planning and project management of EBS projects and initiatives.
- Monitor Office of EBS correspondence, practices and risk mitigations.
- Maintain content for the intranet (Ikon) platform and other communications relating to the Office of EBS.
- Ensure communications are compliant with Department policy, procedures and standards.
- Contribute to the development and implementation of business improvement frameworks to facilitate development of policies, processes and tools.
- Develop and provide feedback relating to business support and communication processes.

Project Management and Office Support

- Contribute to the operations of the Office of EBS.
- Support the Department's strategic directions and business plans by having awareness of best practice, trends and issues concerning its core functions.
- Coordinate and manage continuous improvement projects to improve service delivery to customers.
- Build strategic alliances with customers, stakeholders and interest groups to enable development, acceptability and achievement of designated outcomes and to promote service capabilities.
- Draft and monitor correspondence on behalf of the Office of EBS aligned to the Department's strategic directions and objectives.
- Provide support in the development and implementation of capability building strategies.
- Support the Office of EBS with the development of communications content and materials, training and events.
- Contribute to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and organisational goals and facilitates accomplishment of designated roles and deliverables.
- Monitor and report on compliance with relevant policies, procedures and standards of the Department and statutory requirements such as the Financial Management Act, Treasurer's Instructions and Public Sector Standards.

Customer and Stakeholder Management and Liaison

- Provide advice to stakeholders, including senior management, on matters relating to the Office of EBS and its functions.
- Collaborate with, and provide information to, stakeholders on communications and business and processes.
- Engage with stakeholders to improve business processes, tools and staff capability.
- Develop and maintain effective communication links and working relationships with key internal and external stakeholders to ensure access to diverse specialist knowledge.
- Maintain a strong focus on customer service delivery and continuous improvement of services.

Selection criteria

1. Demonstrated highly developed skills and substantial experience in writing a variety of communications for a range of purposes and audiences.
2. Demonstrated highly developed research, analytical and problem-solving skills, including the ability to identify and implement potential improvements to business practices.
3. Demonstrated highly developed verbal communication and interpersonal skills to effectively liaise with key internal and external stakeholders and to build strong relationships.
4. Demonstrated highly developed planning and organisation skills, including a proven ability to identify priorities and meet deadlines.
5. Demonstrated highly developed project management skills.

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 May 2025
Reference D25/0388760