

Senior Consultant, Security and Emergency Management

Infrastructure Operations

Position number	00044921
Agreement	Public Sector CSA Agreement 2022 or as replaced
Classification	Level 6
Reports to	Manager, Security and Emergency Management (Level 7)
Direct reports	Nil

Context

Education Business Services (EBS) is the key provider of professional business services and support for Western Australian public schools, statutory boards and divisions of the Department. These highly valued services are delivered through the areas of finance, information communication and technologies (ICT), and infrastructure. We continually strive to enhance the capability and responsiveness of our staff, systems and processes across the organisation to deliver high quality education.

We are committed to contemporary work practices and adhere to the following service delivery principles:

Responsive: We respond to and reflect the needs of our customers.

Flexible: We are flexible and understand that our customers are not all the same.

Transparent: We are clear and open about our services, processes and decision making.

Accountable: We hold ourselves to high standards and deliver on our commitments.

Collaborative: We work in partnership with our customers.

The Infrastructure Division has responsibility for the provision of facilities (land, buildings and equipment,) which include demographic forecasting and facilities planning, strategic asset management, capital works programs and the maintenance and minor works programs.

The Operations Directorate provide services to schools on security and emergency management, facilities and environmental services (including water and tree management, and contaminated site investigations and remediation), and property management and leasing. We also manage contracts, including the WA Schools Public Private Partnership, lawnmowing and hygiene contracts.

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

Key responsibilities

Security

- Manage the electronic security program.
- Develop systems and processes for the effective monitoring of the performance of contractors, including conducting service delivery reviews and evaluations.
- Oversee the contract administration process, including contract payments, contract variations and monitoring of expenditure.
- Provide specialist advice to management, clients and service providers on contract development, including contract renewal and extension strategies.
- Take the lead in providing advice and support to school stakeholders in the identification and remedying of contract service issues.
- Plan for, design, implement and manage tender processes.
- Complete regular contract renewal reviews and implement plans to mitigate risks.
- Investigate, assess, report on and review the performance electronic security systems for building and alarm monitoring for Department sites.

Emergency Management

- Contribute to the bushfire treatment programs, including liaising with the Department of Fire and Emergency Services on the progress of site assessment, review plans and recommendations.
- Contribute to the development, implementation and evaluation of policies, plans, guidelines and other tools for the sound management of emergencies, including bushfires, floods, storms or cyclones.
- Develop, implement and review user guidelines and manuals for security systems at Department sites.
- Provide policy, planning and procedural advice and support related to security and emergency management, including before, during and after a bushfire, flood, storm or cyclone, to schools and Department workplaces, ensuring that alerts to regions are communicated effectively and that legislative requirements, site-specific plans and Departmental policy and protocols are affected.
- Identify and maintain information and make recommendations to improve security, emergency management and incident management to reduce damage and minimise risk to assets and facilities.
- Develop and prepare reports, briefings, ministerial requests and responses to enquiries relating to security, emergency management, incidents and insurance issues.
- Provide advice and support to the Manager, Security and Emergency Management in the management of emergencies, including after-hours incidents and emergencies.
- Represent the Department on a variety of committees and working parties, where required.

Branch Support

- Work in a team environment to ensure that emergency management and security issues are identified, assessed and managed according to Departmental policy, criteria and protocols.
- Contribute to and assist in ensuring compliance with the Branch and Division's plans, policies, procedures and standards.
- Contribute to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and EBS goals and facilitates accomplishment of designated roles and deliverables.
- Contribute to change management projects relevant to the Branch.

Customer and Stakeholder Support and Liaison

- Liaise, consult and negotiate with key stakeholders and interested parties regarding the management of security, alarm systems and emergencies.
- Interact with the Department of Finance, State Supply Commission and Tender Review Boards to ensure an understanding of and compliance with legislation, policies, processes and procedures.
- Maintain a strong focus on customer service delivery and continuous improvement of services.
- Develop and maintain effective communication links and working relationships with customers, stakeholders, interest groups and across EBS to enable development, acceptability and achievement of designated outcomes and to promote service capabilities.

Selection criteria

1. Demonstrated considerable experience in and specialist knowledge with designing and negotiating the acquisition and maintenance of electronic security and CCTV systems.
2. Demonstrated considerable experience in and specialist knowledge of procurement, project and contract management.
3. Demonstrated knowledge of emergency management arrangements in Western Australia and an understanding of incident and risk management associated with bushfires and other natural disasters.
4. Demonstrated highly developed written, oral and interpersonal communication skills, including the ability to liaise effectively with a wide range of individuals in a range of contexts.
5. Demonstrated highly developed conceptual, analytical and research skills, including the ability to develop solutions to complex problems.

Eligibility and training requirements

Employees will be required to:

- be on-call for security and emergency management responses
- 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
- obtain or hold a valid driver's licence
- 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 28 June 2024
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