

Operations Manager

Corporate Information Services

Position number	00047087
Agreement	Public Sector CSA Agreement 2024 or as replaced
Classification	Level 7
Reports to	Manager, Corporate Information Services (Level 8)
Direct reports	Consultant, Information Management x2 (Level 5) Senior Records Officer x3 (Level 4)

Context

The Business and Customer Services (BCS) Directorate supports the objectives and outcomes of clients by providing value for money corporate services through skilled and motivated people. The BCS aims to deliver services within an environment of standardised systems and processes.

The Corporate Information Services (CIS) Branch works to improve information quality, accessibility, reliability and security to support departmental business and is responsible for the provision of records management, system administration, Freedom of Information (FOI) and legal information disclosure and Library services.

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Key responsibilities

Information and Data Management

- Provide leadership in managing the development, implementation, maintenance and evaluation of strategic policy, guidelines and procedures for Information Management operations, including customer service.
- Quality assure records and information management operations and transactions in accordance with the *State Records Act 2000* and related legislation and Department policies.
- Monitor, evaluate and review information management processes, procedures and systems and prepare reports to inform service delivery and future trends.
- Manage resources and the Education systems archives collection and records storage.
- Undertake research, analysis and planning for initiatives, strategic projects or policy frameworks aligned with critical issues, trends and best practice for application to a state-wide information management service.

- Provide high-level advice to the Manager and senior officers of the Department to assist with informed decision making.
- Develop, implement and review policies, processes, procedures, standards and protocols to support modern information management practices, including classification, disposition and access of government information.
- Develop, implement and review policies, processes, procedures, standards and protocols relating to mail and distribution services.
- Provide consultancy service and support to schools, central and regional offices and associate professional bodies on information management matters.
- Prepare complex correspondence and briefings, including responses for Ministerial correspondence, parliamentary questions, information briefings, support documents and reports.
- Manage the development and delivery in-house information management training sessions.

Management and Branch Support

- Contribute to the management of the Branch.
- Manage and lead operational information management strategies and practices across the Education system.
- Provide leadership, direction, support and guidance to the Information Management and Customer Service Team and contribute to the development and implementation of strategies and initiatives relating to information management and business improvement.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant awards, agreements and Department policy.
- Manage staff performance in accordance with the Public Sector Performance Management Standard and Department policy.
- Contribute to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and Education Business Services goals and facilitates accomplishment of designated roles and deliverables.
- Contribute to change management projects relevant to the Branch.
- Represent the Branch, as required, on Directorate committees and working parties.

Customer and Stakeholder Management and Liaison

- Address and resolve complex issues of conflict and dissatisfaction between the Branch and its clients.
- Establish and maintain effective working relationships and communication links across sectors, schools, regions and central office to ensure access to diverse specialist knowledge and promote a customer-oriented service culture with client agencies and stakeholders.
- Maintain a focus on customer service delivery and continuous improvement of services.
- Build and maintain effective relationships with key stakeholders, through engagement, actively seeking feedback and gathering requirements from stakeholders in order to effectively address their requirements.

Selection criteria

1. Demonstrated skills and experience in understanding and applying legislative requirements relating to Information Management, whole-of-government Policies and procedures, including but not limited to *State Records Act 2000*.
2. Demonstrated highly developed leadership, strategic planning and change management skills and ability to coordinate and deliver strategic outcomes.
3. Demonstrated substantial knowledge and understanding of contemporary practices and trends relating to information management in a large and complex organisation.

4. Demonstrated high-level conceptual, analytical, problem solving and risk management skills and experience in leading system improvements and providing innovative solutions to strategic and complex problems and issues.
5. Demonstrated highly developed communication and interpersonal skills, including the ability to undertake high-level consultations, collaborations and negotiations.

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 21 February 2025
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