

Director, Infrastructure Operations

Position number	00043867
Agreement	Public Sector CSA Agreement 2024 or as replaced
Classification	Level 9
Reports to	Executive Director Infrastructure (Class 2)
Direct reports	Manager, Asset Services (Level 8) Manager, Property and Leasing (Level 8) Manager, Security and Emergency Management (Level 7) Contract Manager Public Private Partnership (Level 7)

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 their next step into the workforce or further education.

Education Business Services (EBS) is the key provider of professional business services and support for Western Australian (WA) 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.

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, the maintenance and minor works programs, facilities and property management and security and emergency management.

The Infrastructure Operations Directorate is responsible for delivery of asset and facilities management services including facilities operations contracted services, environment services, security and emergency management services to WA's public schools, and leasing and property management. The Director also has functional responsibility for the management of the WA Schools Public Private Partnership (PPP) contract and other service contracts.

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

Leadership Context

We believe all our people are leaders irrespective of their role. We consider this as critical to our success and, to support this, we have adopted [Leadership Expectations](#) which provides a common understanding of the mindsets and expected behaviours required of all our employees and the public sector.

The leadership context for this role is **Leading Leaders**.

Key responsibilities

Leadership and Strategic Management

- Lead the development, implementation, management and monitoring of tactical plans, strategies, frameworks, policies and initiatives to support the delivery of asset and facilities management services to WA's public schools.
- Lead the planning and development of contract renewals, and identification and implementation of new and expanded services/contracts, to support asset and facilities management within schools.
- Lead the management of Department property, leases and shared use arrangements.
- Lead strategic and business planning processes, aligning the Operations directorate's priorities and resources to support directorate, division and Department shared objectives.
- Provide strategic and commercial advice to the Executive Director, Corporate Executive, Director General and Minister on infrastructure and facilities management services to WA's public schools.
- Lead the provision of reliable analysis to support strategic decision-making and identify and drive opportunities for innovation.
- Lead and leverage subject matter experts in identifying issues, trends and local, national and international best practice, and collaborate to develop strategies to improve processes.
- Direct investigations, including site investigations, into critical issues and risks affecting the Department including assessing and engaging with Government programs.
- Implement strategic plans and optimise operational performance with appropriate controls and processes across the directorate to deliver key priorities aligned with the Division's, Department's and Government's frameworks, policies and guidelines.
- Drive operational performance outcomes, including the achievement of value for money from services and contracts.
- Lead a workplace culture that supports the Department's values, delivery of strategic goals, employee development and ethical decision-making.
- Promote and support cultural responsiveness that reflects expectations in the Aboriginal Cultural Standards Framework.
- Maintain, promote and model ethical practice and appropriate standards of conduct and behaviour that align with the values of the Department's Code of Conduct: integrity, equity, voice, truth-telling, teamwork, care and learning.

People Management

- Liaise, consult, negotiate with senior stakeholders to achieve effective delivery of operations services aligned with Department and Government objectives.
- Develop and maintain partnerships, networks and strong collaborative relationships with key stakeholders to facilitate effective contract and relationship management, and provide representation on committees and working groups.
- Establish a leave management plan and manage employees' leave entitlements in accordance with applicable Industrial Instruments and Department policy.
- Implement performance management, foster on-going professional development and ensure opportunities are provided which maximise employee capabilities to deliver quality educational and business outcomes.

- Model the importance of health, safety and wellbeing and ensure compliance with the health and safety policies of the Department and the *Work Health and Safety Act 2020*.

Policy Development and Community Relations

- Undertake policy development and provide advice on issues related to asset and facilities management.
- Provide information on strategic asset matters, policies and procedures to stakeholders, including unions, professional associations, national bodies and industry groups.
- Develop and maintain links between various Branches and sections across the Department to share an understanding of strategic asset management practices and nurture collaboration and work toward a common purpose.
- Work collaboratively with key stakeholders to achieve the effective delivery of services in accordance with Government and Department objectives.
- Respond to requests for Ministerial and other Government requirements as appropriate.

Resources Management

- Manage the financial, human resources and risks associated with the work of the Directorate to achievement of key performance outcomes.
- Ensure service contracts are consistent with legislation and policy and liaise with providers or contractors to ensure contract obligations are met.
- Monitor the Directorate's budgets to ensure expenditure is contained within required parameters.
- Provide quality input on the requirements for adequate resourcing for operations, ensuring the allocation of resources is linked with the identified needs of the education system.

Accountability and Quality Assurance

- Contribute to and manage the review and implementation of quality assurance frameworks, processes and reporting for the delivery of services and ensure contractual obligations and legislative and policy compliance requirements are met.
- Foster a culture that drives good governance, high performance, best practice, agility, collaboration and accountability in the delivery of outcomes which contribute to the achievement of directorate and Department strategy.
- Direct and ensure the effective management, development and continuous improvement of programs, services, and processes.

Selection criteria

The selection process includes assessing applications against the role specific requirements of the position which include the ability to demonstrate how applicants apply the expected behaviours (listed below). The process also takes into account the needs of the Department and availability of suitable applicants.

Expected Behaviours

Role specific requirements	<ul style="list-style-type: none"> • Demonstrated ability to lead and develop a diverse team to deliver outcomes aligned to strategic goals.
Lead collectively Seek and build key relationships, work together and focus on the greater good.	<ul style="list-style-type: none"> • Shape the operational goals of your business area to align with the goals of the organisation by setting key performance criteria and clear objectives; drive opportunities for continuous improvement to deliver value; and identify key stakeholders and build relationships and networks, leveraging these to meet the agency's objectives.

<p>Think through complexity Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks.</p>	<ul style="list-style-type: none"> • Process different and competing information in parallel to create the big picture; identifying best possible and sustainable solutions; continuously review and improve processes and procedures that are limiting outcomes and/or increasing risk and reduce business area risk through mitigation strategies.
<p>Dynamically sense the environment Be in tune with the political, social and environmental trends that impact the work; understand and recognise the needs of others and leverage relationships for desired outcomes.</p>	<ul style="list-style-type: none"> • Build relationships to understand stakeholder needs and enable business area to deliver. • Read trends including societal, government and legislative that may impact results, and to inform your work and business area, resource allocation, identify viable solutions, explore broad impacts and influence. • Take decisive action. • Resolve conflict.
<p>Deliver on high leverage areas Identify priorities, pursue objectives with tenacity and be resilient in the face of challenges.</p>	<ul style="list-style-type: none"> • Drive high quality performance by setting shared objectives; pursue high leverage priorities; adjust objectives/priorities aligned to agency objectives. • Model resilience, foster a growth mindset and solutions focused thinking. • Anticipate needs and obstacles; use knowledge and expertise to influence, improve outcomes and achieve results.
<p>Build capacity Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.</p>	<ul style="list-style-type: none"> • Hold leaders accountable for managing a diverse group of people. • Build the wider talent pipeline; engage in, and foster ongoing performance and feedback conversations, provide coaching/mentoring. • Create a healthy culture in your business area and contribute to a productive culture in your organisation.
<p>Embody the spirit of public service Display empathy, compassion, humility and integrity, and a genuine passion for the work; demonstrate a responsibility to Western Australians; and work in the interests of the public good.</p>	<ul style="list-style-type: none"> • Embody and instil a public good mindset in decision-making, interactions and professional activities, and the pursuit of excellence. • Show respect, maintain a strong professional and ethical reputation for self and organisation. • Implement good corporate governance and instil a culture of compliance with legislative and corporate requirements.
<p>Lead adaptively Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style to different contexts.</p>	<ul style="list-style-type: none"> • Drive innovation in your business area and influence innovation in the organisation. • Lead through times of change and support your team while ensuring sustained performance and operational stability; seek feedback from multiple sources and learning opportunities.

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.

DIRECTOR GENERAL

Signature 

Date 24/6/25