



wa council of  
social service

## Western Australian Council of Social Service Inc Position Description

<b>Position Title</b>	Senior Project Officer, WA Digital Inclusion Project
<b>Classification Level</b>	WACOSS Staff Agreement 2024 Salary Scale – Level 4
<b>Salary</b>	\$113,337.57 - \$121,128.67 pro rata p/a plus Statutory superannuation contributions.
<b>FTE</b>	This is a fixed part-time (0.6-0.8FTE) position until December 31, 2026
<b>Reporting line (operational)</b>	Executive Manager, WA Digital Inclusion Project

### **ORGANISATIONAL CONTEXT:**

The Western Australian Council of Social Service is the peak body of community service organisations and individuals in Western Australia. WACOSS stands for an inclusive, just and equitable society. We advocate for social and economic change to improve the wellbeing of Western Australians and to strengthen the community services sector that supports them. WACOSS is part of a national network consisting of ACOSS and the State and Territory Councils of Social Service, who assist people on low incomes and experiencing disadvantage Australia wide.

### **KEY PURPOSE:**

The [WA Digital Inclusion Project \(WADIP\)](#) works to ensure all Western Australians can confidently, safely and affordably access and use digital technology for work, learning and life. Through collaboration with communities and cross-sector partners, the project builds capability, strengthens local solutions and removes barriers to digital participation. WADIP aims to build resilience across regional and remote communities. The Senior Project Officer plays a central role in shaping how the WA Digital Inclusion Project plans, delivers and learns from its work. The position brings together program data, evaluation findings and sector insight to support sound decision-making and continuous improvement. It coordinates key strands of activity across policy, reporting and program delivery, and supports consistency and quality across project outputs.

This position focuses on:

- Lead improvements to how program data is collected, analysed and used across WADIP
- Provide analysis and reporting to support program and strategic decision-making
- Improve consistency in outcome tracking and reporting across partners and activities
- Oversee delivery of key program areas, including transition and management of the regional scholarship program

KEY RESPONSIBILITIES	
<b>Analysis, Insight and Reporting</b>	<ul style="list-style-type: none"> <li>• Examine program information, reports and feedback to identify themes, risks and opportunities</li> <li>• Prepare, review and refine reports, briefings and grant applications to support internal and external decision-making</li> <li>• Support clear communication of outcomes, lessons and priorities across the project</li> <li>• Contribute to the development of program directions informed by evidence and lived experience</li> </ul>
<b>Monitoring, Evaluation and Learning</b>	<ul style="list-style-type: none"> <li>• Engage with monitoring and evaluation activities across the project, including working with external evaluation partners</li> <li>• Bring together findings from multiple sources, including partner reports and evaluation activities</li> </ul>
<b>Project Coordination and support</b>	<ul style="list-style-type: none"> <li>• Lead the transition and ongoing coordination of the regional scholarship program</li> <li>• Manage application, assessment and reporting processes associated with the program</li> <li>• Monitor program progress, identify issues and implement improvements where needed</li> <li>• Act as the primary point of contact for scholarship recipients and partner organisations</li> </ul>
<b>Sector engagement</b>	<ul style="list-style-type: none"> <li>• Consult on project activities and adapt programs to emerging priorities.</li> <li>• Facilitate or participate in WADIP-led digital inclusion conversations</li> <li>• Represent WACOSS and WADIP in forums, meetings and collaborative networks when appropriate.</li> </ul>
<b>Innovation and Sustainability</b>	<ul style="list-style-type: none"> <li>• Work within strategies for long-term sustainability of programs.</li> </ul>
<b>WACOSS</b>	<ul style="list-style-type: none"> <li>• Participate in team meetings, the development and delivery of strategic and operational plans and other internal processes as required.</li> <li>• Take reasonable care for own safety and health at work and uphold the practices, policies and required behaviours to support the safety and wellbeing of others.</li> <li>• Demonstrate commitment to WACOSS Mission, Purpose and Values.</li> </ul>
<b>Other duties</b>	<ul style="list-style-type: none"> <li>• Other tasks as appropriate, relevant and directed</li> </ul>

## **SELECTION CRITERIA:**

### **Experience and Knowledge**

- Relevant qualifications or a background in policy, program delivery, or evaluation, including involvement in reporting cycles or program improvement
- Proven ability to prepare clear, well-structured reports, briefings and grant applications for a range of audiences
- Strong data literacy, including the ability to interpret reports, identify trends or inconsistencies, and draw practical conclusions
- Confidence working with monitoring and evaluation processes, including liaising with external providers, tracking deliverables, and consolidating inputs into reporting
- Ability to coordinate program processes, including managing timelines, bringing together inputs from multiple stakeholders, and maintaining reporting and administrative requirements

### **Context**

- Knowledge of the community services sector and an understanding of digital inclusion or similar policy areas

### **Attributes and Skills**

- Strong analytical and written communication skills, including the ability to interpret information, draw insights, and produce clear, structured reports and briefings
- Ability to manage competing priorities and work independently, while maintaining accountability for delivering high-quality outcomes on time
- Well-developed stakeholder engagement skills, with the ability to work collaboratively with partners and coordinate inputs across multiple contributors
- High attention to detail, particularly in reviewing, editing and quality-assuring reports and other documentation
- Proficiency in Microsoft Office (Word, Excel, PowerPoint, Teams) and confidence working with data, reporting systems and shared tools

### **Other**

- Current Police Clearance and WA driver's licence
- Ability to travel as required

## **Authorisation**

This document is an accurate statement of the duties and responsibilities of this position.