

## Profile

I've been employed by the Department of Education for 1 year as a Senior Consultant Intranet Services. Before this, I worked for the WA Police Force for almost 14 years. My background experience is primarily in:

- business process improvement
- policy development
- online communications.

As an online communication specialist, I'm committed to creating a positive user experience with:

- content that is easy to find, read and understand
- accessible and responsive web content and design
- continuous improvement through user feedback, engagement, and data analytics.

## Relevant Experience

### Senior Consultant Intranet Services

Department of Education | Communications and Media | September 2021 – Current

I contribute to the development, maintenance, and improvement of the department's intranet and its content.

- Build and maintain relationships with subject matter experts and content owners.
- Facilitate stakeholder meetings across directorates to negotiate change and development of the intranet and its content.
- Develop and review web content in collaboration with subject matter experts and content owners.
- Educate staff on web content writing and styling principles, ensuring content meets accessibility standards.
- Assist subject matter experts to map their processes (using Promapp) and develop useful web content based on these processes.
- Provide specialist advice and support on tailoring communications for specific audiences, and structuring content into logical, easy to read formats.
- Engage with users to discuss feedback and issues for resolution.
- Use data and analytics from Siteimprove to identify areas for improvement. For example, page views, broken links, misspellings.
- Maintain awareness of best practice principles for web content to implement change and keep the departments intranet contemporary.

### Key achievements

I supported the COVID-19 Incident Management Team between January and June of 2022 by:

- reviewing, developing, and publishing COVID-19 information, processes, and operational guidance to Ikon
- assisting the operational team in developing a response process to communicate COVID-19 outbreaks at schools to affected staff, students and parents
- creating and managing a shift-based roster for staff, ensuring coverage for weekends and peak times
- developing tailored communication packages for principals of schools experiencing a COVID-19 outbreak for dissemination to affected staff, students and parents. The communication packages included health advice from the Department of Health and specific details of positive cases in the school, such as affected classrooms and isolation requirements.

## **Senior Policy Development Facilitator**

WA Police Force | Legislation and Policy | August 2020 – May 2021

I performed the duties of this position during the substantive Senior Policy Development Facilitator's absence. I led the policy team in the development and implementation of strategic, corporate and operational policy, and Memoranda of Understanding.

- Review, edit and approve policy, procedure and internal communications for online publication.
- Regularly met with team members to discuss and prioritise workload, including resolving blockers, issues and dependencies.
- Provide accurate and timely advice, guidance and direction on daily work matters.
- Coordinate sharing and release arrangements of policy and procedures with external parties.
- Identify and encourage professional development opportunities and activities for team members.
- Manage staff movements, absences, and requests for leave.
- Lead and contribute to team projects.
- Engage with team members to ensure understanding of individual and team purpose, objectives, and alignment with our agency strategic direction.

## **Policy Development Facilitator**

WA Police Force | Legislation and Policy | January 2019 – September 2021

Contributed to the development and implementation of strategic, corporate, and operational policy.

- Research and analyse legislation, social and political factors, trends, patterns, risks and emerging issues to provide advice and recommendations supported by evidence.
- Create and maintain networks and positive working relationships with internal and external stakeholders to negotiate and influence change.
- Think laterally to conceptualise solutions, using my knowledge and experience of policing to provide insight and advice on business improvement strategies.
- Draft policy and procedures to align with overarching legislative requirements, government and agency strategic direction, and operational environment.
- Work collaboratively with my team and other stakeholders on the development of policy and maintaining a contemporary policy environment for the agency.
- Provide support, guidance and direction on the management of online content, to ensure agency policy and procedure are accessible to staff through the Corporate Knowledge Base.
- Provide support to the Senior Policy Development Facilitator and Assistant Director Policy Development by advising, guiding and mentoring team members through change and projects.

### **Key achievements**

I contributed to the Policy Reform Project by:

- creating reports, concept proposals, decision sheets and roadmaps on the direction of the reform for submission to our Corporate Board of executives.
- developing the Policy and Corporate Knowledge Governance Framework.
- creating and implementing communication strategies, plans and documents, project management tools, and templates.
- developing a triage tool that identified and measured policy risks to assist in prioritisation and direction of work, such as the risk of injury, loss of reputation, or inability to perform business duties if the policy or procedure were incorrect, and the likelihood of these risks occurring, to produce a risk and impact rating.
- conducting information sessions, workshops and meetings with key stakeholders to provide education on the reform, support business areas through change, and influence and embed cultural change.

## **Knowledgebase Administrator**

WA Police Force | State Communications Division | February 2013 – January 2019

Reviewed and developed business processes for the Police Communications Centre, State Communications Division. The Police Communications Centre contains the emergency and non-emergency call centre, and dispatch centre for police operations.

- Used quality assurance data to identify trends, patterns and emerging themes in business performance.
- Conducted research and analysis of legislation, state and agency policy, Memoranda of Understanding, and best practices to identify business requirements, obligations, and strategic direction.

- Collated and analysed qualitative and quantitative data to identify business risks, benefits, interdependencies, and recommendations for business improvements and processes.
- Defined business processes through process mapping, research, and analysis.
- Worked with stakeholders and subject matter experts to discuss business needs, issues, interdependencies, and potential solutions for negotiation.
- Developed and implemented business processes for the division, in the form of guides, standard operating procedures, aide memoires, system and technology changes.
- Managed and monitored the communication and implementation of business improvement activities, to review program performance and measure success. For example, conducting user acceptance testing (UAT), surveys, and reviewing quality assurance data to monitor progress and implementation.
- Provided advice, guidance and direction to Team Leaders and Customer Service Operators on the correct application of policy and procedure.
- Published business processes to various knowledge bases, using single-source principles.
- Ensured documents, assessments, reports, and approvals were appropriately recorded and stored.
- Managed and maintained the functionality and appearance of multiple knowledge bases through content management systems using HTML, CSS and JavaScript.
- Provided system support and training to my team and users of the knowledge bases.

#### Key achievements

- Implemented a change champion process with a target group of stakeholders to develop positive working relationships and increase user buy-in.
- Created the team's Style Guide, change management plans, and business continuity and disaster recovery plans.
- Conceptualised, managed, and implemented a divisional project to secure new software and create three new knowledge bases for the Police Communications Centre. This project included alignment and collaboration with another agency-wide project (CAD P1 project) that affected all our operational processes.

### Business Practice Coordinator

WA Police Force | Business Intelligence and Analytics | July 2018 – January 2019

I fulfilled a six-month secondment with Business Intelligence and Analytics for the purpose of implementing business improvements.

- Conducted functional and capability analysis on the division, to develop a report and recommendations on areas for improvement (including business processes, team workflow, tools, and systems).
- Developed, implemented, and evaluated business practices to support the agency's objectives for business intelligence and analytics.
- Developed knowledge management tools and frameworks for the division.
- Provided expert advice and guidance on operational policing practices to assist analysts in information gathering (for example, how different offences and other data are recorded within the Incident Management System).

#### Key achievements

- Self-taught administrator for the project and change management software, Atlassian Jira.
- Managed the development and implementation of project management software, Atlassian Jira, to meet the business needs of the division and improve the management and reporting capabilities of the team's workload.

## Career summary

<b>Senior Consultant Intranet Services</b> Department of Education   Communications and Media	1 year	2021 - current
<b>Senior Policy Development Facilitator</b> WA Police Force   Legislation and Policy	2 months	2020 - 2021
<b>Policy Development Facilitator</b> WA Police Force   Legislation and Policy	2 years	2019 - 2021

<b>Business Practice Coordinator</b> WA Police Force   Business Intelligence & Analytics	6 months	2018 - 2019
<b>Coordinator Corporate Knowledge</b> WA Police Force   Legislation and Policy	6 months	2017 - 2018
<b>Knowledge Base Administrator</b> WA Police Force   State Communications Division	6 years	2013 - 2019
<b>CAD Support Officer</b> WA Police Force   State Communications Division	8 months	2015 - 2018
<b>Voice and Business Analyst</b> WA Police Force   State Communications Division	7 months	2012 - 2013
<b>Quality Assurance Officer</b> WA Police Force   State Communications Division	10 months	2011 - 2012
<b>Team Leader</b> WA Police Force   State Communications Division	1 year	2010 - 2012
<b>Customer Service Operator</b> WA Police Force   State Communications Division	3 years	2009 - 2012
<b>Data Entry Officer</b> WA Police Force   State Communications Division	1 year	2007 - 2009

## Systems and Software

### Coding and content management systems (CMS)

- Visual Studio Code
- Liferay
- Madcap Flare
- Adobe RoboHelp

### Microsoft products

- Word
- Excel
- Outlook
- Teams
- PowerPoint
- Publisher

### Records management

- TRIM
- Objective

### Information and emergency management

- Computer Aided Dispatch (CAD)
- CAD Report Manager
- Incident Management System (IMS)
- Web Emergency Operations Centre (WebEOC)

### Project and workflow management

- Atlassian Jira
- HP Service Manager (SM9)
- KB Change Request Register
- Voice Extracts Register

### Human resources and scheduling

- HRMIS
- SIMR / RMIS
- GMT scheduling software

### Process mapping

- Promapp
- Visio

### Call management and audio recording software

- Redbox
- NICE
- Solidus telephony system
- Call Line Identification (CLI) rolling screen for 000 calls

## Qualifications

### **Diploma of Leadership and Management**

North Metropolitan TAFE | 2020

## Courses

### **Getting started in project management**

IPAA WA | 2022

### **HTML & CSS Fundamentals**

W3C via edX | 2021 | [Web Certificate](#)

### **Policy in Practice**

IPAA WA | 2020

### **Change Management**

AIM | 2020

### **CSS Basics**

W3C via edX | 2019 | [Web Certificate](#)

### **Policy Essentials**

Public Sector Commission | 2019

### **JavaScript, HTML and CSS Web Development**

Microsoft via edX | 2016 | [Web Certificate](#)

Referees provided on request