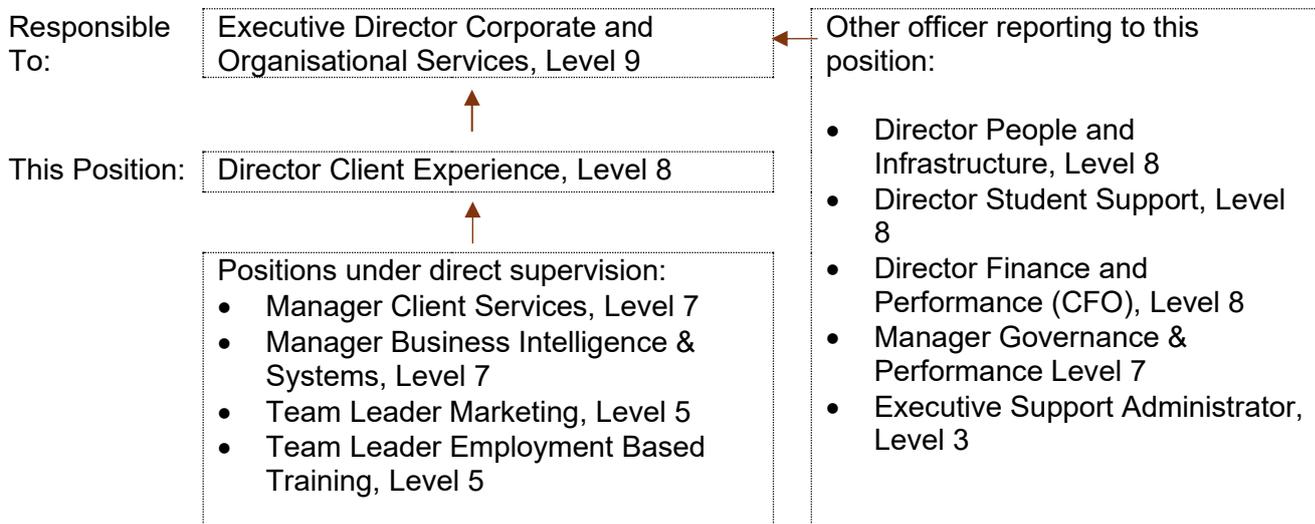


Director Client Experience

Position Details

Position Number: 30000006
 Classification: Level 8
 Award/Agreement: Public Service CSA Agreement 2024 or as replaced
 Directorate: Client Experience
 Location: Karratha or Broome (negotiable)

Reporting Relationships



Our Purpose

North Regional TAFE (NR TAFE) is the leading regional provider of vocational education and training in Northwest Australia. Our purpose is to build the skills and capacity of the workforce for a sustainable economy and enable resilient communities.

All employees at NR TAFE contribute to the vital role of providing vocational education in rural and regional WA, and job training pathways including to the most vulnerable in the community.

Our Values

The principles and standards of behaviour outlined in the NRTAFE Code of Conduct, Values and the Public Sector Commission Code of Ethics are required to be demonstrated by all employees in their day-to-day activities.

NR TAFE is committed to an inclusive, high performance culture that places the needs of the students and the public at the centre of all that we do.



Position Overview

This position is responsible for the effective management, leadership and provision of organisational service functions including planning, student systems, client services, employment based training, and marketing and communications to support the core business of the College and meet government policy expectations and statutory requirements.

Provides advice to the Managing Director and Governing Council and participates as a member of the College corporate executive in the planning and management of College business activities.

Position Responsibilities

As a member of the College Executive, this position:

- Manages the College's client services, employment-based training, marketing, and business intelligence functions to ensure best practice in the student acquisition, retention and experience.
- Leads, develops and implements strategies to improve service delivery of organisational functions and customer experience, and to mitigate risk through effective planning and quality control.
- Leads and directs the Directorate and ensures compliance with College and public sector values, policies and statutory requirements
- Develops and implements Directorate operational and business plans ensuring the whole of government agenda is met.
- Works collaboratively with Training Services to manage the College's profile planning, development and monitoring of the College's training profile across all delivery.
- Contributes to the planning and achievement of College goals through translating strategy into operational goals and creating a shared sense of purpose.

The occupant of this position will be expected to comply with and demonstrate a positive commitment to Equity and Diversity, Occupational Safety & Health, Public Sector Standards and College Code of Conduct.

Selection Criteria

We believe all our people are leaders. We have adopted [Leadership Expectations](#) which provides a common understanding of the mindsets and expected behaviours of all our employees and the public sector. The leadership context for this position is [Multiple Area Leader](#).

The selection process includes assessing applications against the responsibilities, and the role specific requirements of the position which include the ability to demonstrate and apply the expected leadership behaviours within the context of Multiple Area Leader.

Role Specific	<ul style="list-style-type: none">• Demonstrated ability to effective leadership and delivery high quality client services within a vocational educational or adult education
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	<p>environment , including the ability to lead the development and implementation of strategies that enhance current and prospective students' access to College services. Demonstrated knowledge of strategic-level profile planning and management, including the ability to analyse organisational priorities, forecast training demand, and contribute to the effective allocation of resources to meet institutional goals</p>
<p>Lead collectively Seek and build key relationships, work together and focus on the greater good</p>	<ul style="list-style-type: none"> • You monitor your strategic decisions to ensure they continuously deliver value for your business areas in the short to medium terms and acknowledge their impact on the agency and sector. • You seek to align your strategy with other business areas in the agency and with sector wide strategy and objectives. • You actively create shared thinking across your business areas and domain of expertise.
<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"> • You navigate complexity to develop short and medium term operational strategies. • You take decisive action, recognising the uncertain elements that could impact your plans to deliver outcomes for your business areas. • You navigate the consequences and risks of your decisions, acknowledging both internal and external impacts on your business areas.
<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"> • You understand the patterns, trends and connections between situations and the impact of the issues. • You recognise the importance of professional networks and actively seek to build relationships that support your efforts to achieve the goals of your business areas. • You establish trusting relationships and display competence, integrity and benevolence in your dealings with others.
<p>Deliver on high leverage areas Identify priorities, pursue objectives with tenacity and display resilience in the face of challenges.</p>	<ul style="list-style-type: none"> • You identify strategic priorities for the business areas you lead. • You understand the competing prioritisation of short term operational delivery and delivery of medium term value for the sector. • You acknowledge the links between your strategies and decisions and those of other business areas of the agency, making every effort to align your work to the strategic direction of the agency.
<p>Build capability Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.</p>	<ul style="list-style-type: none"> • You implement people and knowledge development systems and practices in your business areas. • You are aware of the capability needs in your business areas and proactively build internal capability.

	<ul style="list-style-type: none"> You support and contribute to whole of sector talent identification, aligning the processes and systems of your business areas with those of the agency.
<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"> You display and embody the spirit of public service in all of your decisions, interactions and professional activities. You get results for the areas under your leadership, while maintaining their reputation and that of the agency and yourself. You implement systems and processes to support excellent corporate governance across your areas and proactively identify potential reputational risks and/or areas of non-compliance.
<p>Lead adaptively Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.</p>	<ul style="list-style-type: none"> You are continually learning and adapting your personal style and approach to be effective in new and challenging contexts and positions. You regularly seek feedback on your performance and practices, acknowledging the importance of feedback and taking appropriate action when required. You support change initiatives and recognise your role in leading change effectively across your business areas.

Other requirements

May be required to travel to and work from other NR TAFE campuses from time to time.

Appointment Factors

Location: NR TAFE Campus (Pilbara or Kimberley negotiable)

Accommodation: As per NR TAFE Policy subject to eligibility and availability.

Allowances: As per Award.

Travel: Travel to and work at other campuses or sites will be required as the need arises.

Special Conditions

National Police History Check:

All new staff being appointed to North Regional TAFE are required to provide a National Police History Check prior to commencing duty. All applications must be directed to the "Screening Unit" at the Department of Education and Training.

Working With Children Check (WWC):

All new staff appointed to North Regional TAFE in "child-related work" are required to provide a WWC Check prior to commencing duty. If you receive a Negative Notice or an Interim Negative Notice you will be deemed to have repudiated your contract and your employment will cease.

Current WA 'C' Class Driver's Licence:

All new staff being appointed to North Regional TAFE are required to have a current WA 'C' Class Licence as staff will be required to travel between campuses, from time to time. For staff appointed from outside Western Australia, you must apply for a WA driver's licence within three (3) months of becoming a resident of WA.

Prescribed Legislation and Regulation:

As an employee of the Western Australian public sector you have specific obligations to the community of Western Australia and your colleagues. In addition to the prescribed industrial agreement, your employment is governed by the following:

- Public Sector Management Act (1994) and Regulations
- Vocational Education and Training Act (1996)
- Public Sector Code of Ethics
- North Regional TAFE's Code of Conduct
- Equal Opportunity Act (1984)
- Work Health and Safety Act (2020)
- Internet Terms and Conditions of Use
- Employee Software and Compliance Statement
- North Regional TAFE policies and procedures

CERTIFICATION

The details contained in this document are an accurate statement of the position's responsibilities and requirements.

Executive Director		Managing Director	
Name:	Chantal Adams	Name:	Paula Dewhurst
Signature		Signature	
Date:	17.02.2026	Date:	17/02/2026