



## Senior Registration Officer

### Teacher Registration

<b>Position number</b>	Generic
<b>Agreement</b>	<a href="#">Public Service and Government Officers CSA General Agreement 2017</a> (or as replaced)
<b>Classification</b>	Level 5
<b>Reports to</b>	Principal Consultant Registration (Level 7)
<b>Direct reports</b>	Registration Advisor x6 (Level 4)

#### Context

The Teacher Registration Directorate is comprised of three branches, namely, Registration and Customer Services, Investigations and Compliance and Policy and Quality Assurance. The Directorate is responsible for providing secretariat services to the Teacher Registration Board of Western Australia. The Directorate supports the Board's mission of serving the public interest by ensuring that teachers are registered and teacher education programs are accredited in accordance with relevant legislation and in the best interests of children.

Visit [trb.wa.gov.au](http://trb.wa.gov.au) to find out more information about the Teacher Registration Board.

Visit [education.wa.edu.au](http://education.wa.edu.au) to find out more information about the Department of Education.

#### Key responsibilities

- Apply relevant expertise to ensure that internal controls, policies and procedures adhere to applicable regulatory guidelines and practices.
- Provide expert advice on the assessment of applications for teacher registration and ensure that employees comply with relevant policies when performing duties and making decisions.
- Mentor, train and supervise a team of Registration Advisors ensuring compliance with policy and legislation.
- Supervise and provide the contract management, human resource and payroll support for external contractors that provide services to the Department in assisting with the assessment of teacher registration applications.
- Provide advice to departmental management on the operation of, and improvement to, business systems used to facilitate efficient and effective registration practices.
- Work as part of a team to implement any agreed changes to business systems.
- Under direction, investigate complaints, undertake reporting and provide advice on areas of non-compliance.
- Assist team members to identify and resolve issues, clearly noting areas for escalation or further training where required.

- Provide input into strategic and business planning processes and undertake the development, updating and communication of registration policy/procedures and other reference resources.
- Foster positive working relationships with stakeholders and clients.
- Provide advice and information on issues relating to teacher registration.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant awards, agreements and Departmental policy.
- Manage staff performance in accordance with the Public Sector Performance Management Standards and Departmental policy.

### **Selection criteria**

1. Demonstrated skills and experience in the delivery of regulation and/or compliance services and ability to interpret and apply legislation, policy and regulatory frameworks.
2. Demonstrated well developed research and analytical skills on the areas of compliance with the ability to draw information from a range of sources to make evidence-based recommendations.
3. Demonstrated well developed team management and planning skills with the ability to coordinate and deliver effective outcomes.
4. Demonstrated well developed verbal and interpersonal communication skills, with the ability to negotiate, consult and provide a customer focused service.
5. Demonstrated high-level written communications skills, including experience in preparing policy, procedures and resources.

### **Eligibility and training requirements**

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- complete the Department's induction program within three 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 six months of appointment.

### **Certification**

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

### **ENDORSED**

Date            3 September 2019  
Reference    D19/0410809