



Manager – Policy and Quality Assurance Teacher Registration

Position number	00034242
Agreement	Public Sector CSA Agreement 2021 (or as replaced)
Classification	Level 8
Reports to	Director, Teacher Registration (Class 1)
Direct reports	Principal Consultant, Accreditation and Qualifications (Level 7) Principal Consultant, Stakeholder Relations (Level 7) Principal Consultant, Policy and Quality Assurance (Level 7) Senior Strategic Analyst (Level 6) Strategic Analyst (Project Officer) x2 (Level 5) Education Officer, Professional Standards Assessment (Education Officer Level 2)

Context

The Teacher Registration Directorate comprises the Registration and Customer Services Branch, the Investigations and Compliance Branch and the Policy and Quality Assurance Branch. 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 programmes are accredited in accordance with relevant legislation and in the best interests of children.

For more information about the Teacher Registration Board of Western Australia visit trb.wa.gov.au.

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

Key responsibilities

- Manage, mentor and lead the Policy and Quality Assurance branch and manage resources appropriately.
- Lead and direct the provision of strategic policy for the Teacher Registration Board and the directorate.
- Lead and manage quality assurance processes impacting upon policy and strategic outcomes and supports the Teacher Registration Board in developing and implementing risk based regulatory systems and practices that support the requirements of the *Teacher Registration Act 2012*.

- Provide high level policy advice and support to the Teacher Registration Board in teacher registration and accreditation of initial teacher education programs.
- Ensure a client-centred framework for stakeholder communication and engagement is established and maintained.
- Ensure complaints processes are well managed and undertaken with integrity and sensitivity in line with established policy.
- Review and improve business processes ensuring delivery of a proactive and customer focused policy and quality assurance service.
- Analyse trends, identify areas of potential impact and risk and provide advice accordingly on matters pertaining to teacher registration and accreditation of initial teacher education programs.
- Review existing systems and processes and contribute at a senior level to the improvement of strategic and business planning processes, ensuring that accountability, reporting and general compliance requirements at state and national levels are met.
- Monitor and manage Key Performance Indicators.
- Assist the Director in providing oversight in the provision of executive support and the maintenance of appropriate governance instruments for the Teacher Registration Board.
- Oversee the production of the annual report for the Teacher Registration Board.
- Represent the department on issues relating to teacher registration and teacher education accreditation and liaise with stakeholders as required.
- Manage staff performance in accordance with the Public Sector Performance Standard and departmental policy.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant industrial instruments and departmental policy.

Selection criteria

Shapes and Manages Strategy

- Demonstrated experience in leading the development and analysis of policy and strategy with a demonstrated ability to apply this to the regulatory environment underpinned by the Act.
- Understands the organisation's objectives and links between the business unit, organisation and the whole of government agenda. Considers the ramifications of a wide range of issues, anticipates priorities and develops long-term plans for own work area.
- Demonstrated knowledge and understanding of legislative and policy frameworks applicable to a regulatory environment and ability to interpret and apply this to teacher registration and course accreditation processes.
- An excellent ability to develop and review policy to align to strategic and business outcomes in a continuous improvement environment.

Achieves Results

- Demonstrated experience in managing and leading teams to deliver services within a regulatory environment.
- Demonstrated experience in developing quality systems and complying with agency processes and accountability requirements.
- The ability to impart and develop customer service and continuous improvement.

Builds Productive Relationships

- Skills in mentoring, supporting and developing individuals and teams.
- Ability to represent the Department and provide high level policy advice and support at an Agency and Board level.

Exemplifies Personal Integrity and Self-awareness

- Adopts a principled approach and adheres to public sector values and Code of Conduct.
- Acts professionally and impartially at all times and operates within the boundaries of organisational processes and legal and public policy constraints.
- Operates as an effective representative of the organisation in public and internal forums.

- Demonstrated commitment to leading by example and promoting professionalism, probity and professional development

Communicates and Influences Effectively

- Effective communication skills, including a high level of interpersonal, negotiation and complaint management experience.

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 11 May 2022
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