



Principal Consultant, Registration Teacher Registration

Position number	00034249
Agreement	Public Sector CSA Agreement 2021 (or as replaced)
Classification	Level 7
Reports to	Manager, Registration (Level 8)
Direct reports	Registration Team

Context

The Teacher Registration Directorate comprises Registration and Customer Services Branch, Investigations and Compliance Branch and 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.

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Key responsibilities

- Manage the workload and priorities of the teacher registration process in accordance with the Teacher Registration Act 2012, ensuring regulatory compliance with business processes, policy and board procedures are adhered to.
- Manage the Registration team in delivering a customer focused and efficient teacher registration service, ensuring appropriate workflow processes are established.
- Participate in decisions pertaining to registration and complaints, seek approval on non-routine or contentious issues such as potential non-registration and provide advice and support to team members.
- Review and improve processes that support the delivery of proactive and customer focused registration services.
- Manage subordinate staff members with relation to performance reviews and training of the Registration team.
- Manage Key Performance Indicators, ensuring the delivery of an effective registration service.
- Maintain positive and productive working relationships with key stakeholders.
- Manage information recorded in the registration database to support business and strategic planning.

- Monitor and identify areas of potential risk, including fraud, and ensure quality assurance and consistency.
- Manage teacher registration services effectively and efficiently in accordance with the legislative requirements and future direction of the Department.
- Accurate record keeping and tracking mechanisms are implemented to ensure information on the registration of teachers within Western Australia is correct and precise at all times.
- Appropriate measures are undertaken with relation to the registration and complaints processes and that they are managed, interpreted, documented, and reported in line with departmental policy.
- Business systems and processes operate efficiently and effectively to support the daily operations of teacher registration.
- Represent the Directorate at internal and external committees and working parties as required.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant Industrial Instruments and Department policy.
- Manage staff performance in accordance with Public Sector Performance Standard and Department policy.

Selection criteria

1. Demonstrated extensive knowledge of registration processes and understanding of policy and legislation applicable to a regulatory environment.
2. Demonstrated substantial skills and experience in managing a registration and complaint process.
3. Demonstrated high level leadership and management skills in motivating and developing staff.
4. Demonstrated highly developed conceptual and analytical skills, together with the ability to provide innovative solutions to complex problems and issues.
5. Demonstrated highly developed verbal, written and interpersonal communication skills, including the ability to undertake high-level consultation, collaborations and negotiations and in providing high quality advice on complex matters.

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 21 January 2022
Reference D22/0034672