



# Executive Director Customer Engagement

## Position Details

Position Number: 30000837

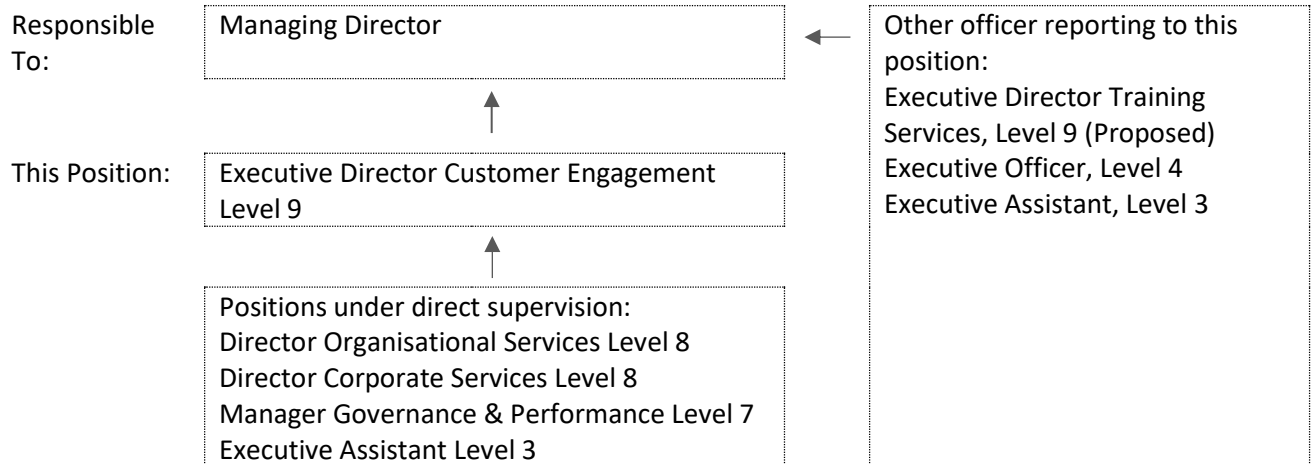
Classification: Level 9

Award/Agreement: Public Service and Government Officers CSA General Agreement 2022

Directorate: Customer Engagement

Location: Karratha

## 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 minimum standards reflecting in the NR TAFE 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

The Executive Director Customer Engagement leads and is accountable for the delivery of organisational services and corporate services for the College. Participates as a member of the College Corporate Executive, champions the vision and values of the College, and contributes to the development, implementation and achievement of strategic objectives and outcomes.

## Position Responsibilities

- As a member of the Corporate Executive contributes to strategic planning, high level strategy development and implementation and is accountable for the achievement of key performance indicators.
- Liaises with and develops partnerships and strategic initiatives with diverse community and industry stakeholders across the Northwest.
- Leads the Jobs and Skills Centre initiative and Regional Coordinating Committees.
- In conjunction with the Managing Director, leads peak industry advisory committees to inform strategic planning and represents the College on peak industry, community and whole of sector change advisory groups.
- Leads the development of the College's quality assurance framework and the development of quality management systems, against national standards, and ensures appropriate compliance and reporting frameworks.
- Leads the implementation of State training sector business systems to ensure a high standard of operations and experience across the student journey.
- Leads the strategic development and implementation of financial, human, infrastructure and information communications technology capability of the College across all campus training delivery locations.
- Drives the strategies and initiatives related to increasing the professional and skills development of College staff and the standard of outcomes being achieved including Public Sector Commission programs and the development of a contemporary and progressive College culture and workforce.
- Leads the development of effective policies and practices for students, staff and stakeholders to promote a culturally safe learning and working environment for First Nations People.

*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

<b>Lead collectively</b> Seek and build key relationships, work together and focus on the greater good.	<ul style="list-style-type: none"><li>• You take a system wide perspective to deliver value for the College and sector.</li><li>• You continuously seek opportunities and build key strategic partnerships across the sector.</li><li>• You recognise your role in creating and supporting value for the future of Western Australians.</li></ul>
<b>Think through complexity</b> Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks.	<ul style="list-style-type: none"><li>• You proactively manage the implementation of the risk management strategies in your business areas, and take reasonable steps to mitigate any risks to your business areas and College.</li></ul>



	<ul style="list-style-type: none"><li>• You work with a high level of complexity arising from ambiguity and uncertainty, and create value for an unknowable long term future.</li><li>• You are able to deal with and consider a large number of variables and make tactical and strategic decisions for the short and medium terms.</li></ul>
<b>Dynamically sense the environment</b> 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.	<ul style="list-style-type: none"><li>• You scan and decipher internal and external environments, leveraging understanding to influence and persuade others so as to create value for Western Australians.</li><li>• You proactively build your networks to deliver value for your business areas and the College.</li><li>• You establish trusting relationships in all interactions both internally and externally.</li></ul>
<b>Deliver on high leverage areas</b> Identify priorities, pursue objectives with tenacity and be resilient in the face of challenges	<ul style="list-style-type: none"><li>• You pursue with tenacity the high leverage priorities that are essential to your College, key stakeholders and Western Australians.</li><li>• 18</li><li>• You pursue your goals with determination.</li><li>• You explore new opportunities for your business areas, and drive and encourage continuous improvement that contributes to delivering excellence for the College.</li></ul>
<b>Build capability</b> Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.	<ul style="list-style-type: none"><li>• You proactively develop leaders to deliver value in your business areas and College, and enhance capability in the sector.</li><li>• You understand the value of a diverse and inclusive sector, and support and implement strategies to promote diversity and inclusion in your business areas.</li><li>• You understand your role and responsibility for creating a healthy culture in your business areas, contributing to a productive sector culture.</li></ul>
<b>Embody the spirit of public service</b> 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.	<ul style="list-style-type: none"><li>• You display and embody the spirit of public service in all your decision making, interactions and professional activities.</li><li>• You proactively seek to build a presence that shapes confidence in your College and the sector.</li><li>• You demonstrate a genuine passion for your business areas, the College and the work of the sector.</li></ul>



<b>Lead adaptively</b> Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.	<ul style="list-style-type: none"><li>• You are continually learning and adapting your personal style and approach to be effective in new and challenging contexts and positions.</li><li>• You vary your personal style to engage and influence the performance of your teams and business areas.</li><li>• You are open to change and willing to adapt your work methods and revise your processes to effectively lead your business areas.</li></ul>
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## Other Requirements

- May be required to work any College Campus

## Appointment Factors

**Location:** North Regional TAFE Campus

**Accommodation:** As per North Regional 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.

Employee		Managing Director	
Name:		Name:	Helen Smart
Signature		Signature	
Date:		Date:	1 December 2023