

JOB AND PERSON SPECIFICATION

ROLE TITLE	Team Leader, Compliance		
CLASSIFICATION	ASO6	Position No.	
TEAM	Compliance & Investigations		
TYPE OF APPOINTMENT	Term		
<p>QUALIFICATIONS (to be considered for these duties it is essential or desirable, as listed, that you have the following)</p> <ul style="list-style-type: none"> Essential – Investigation, law enforcement, regulatory or compliance qualifications or similar experience 			
<p>OUR VISION All children and young people have access to high-quality education and care in safe, well-governed and well-managed services.</p> <p>OUR VALUES The Education Standards Board will uphold public sector values through its decisions, actions, and interactions. In addition, we are committed to our values:</p> <ul style="list-style-type: none"> Honesty & integrity: We are consistent and fair in our actions to encourage openness and transparency. Professionalism: We have a culture that strives for excellence and aims to improve productivity. Sustainability: We respond to change and proactively improve. Collaboration & engagement: We collaborate in our work practices. Accountability: We make decisions that comply with legislation, are ethical and are consistent with approved policy and procedure. <p>CONTEXT The <i>Education and Early Childhood Services (Registration and Standards) Act 2011</i> (Act) established our Statutory Authority called the Education Standards Board. The Act and associated legislation shape South Australia's approach to the registration and regulation of education and care services from early childhood to senior schooling.</p> <p>ROLE PURPOSE The Team Leader, Compliance provides oversight and leadership in coordinating a range of proactive and reactive compliance activities within legislative timeframes and in accordance with the Act and National Regulations.</p>			
<p>REPORTING / WORKING RELATIONSHIPS (to whom the person reports; staff for whom the person is responsible; internal and external working relationships)</p> <ul style="list-style-type: none"> Reports to: Manager, Compliance and Investigations Direct Reports: ASO5 Compliance Officers (multiple) Liaises with, and provides advice and information to, a range of internal and external stakeholders including ESB staff, approved providers, service staff, parents/caregivers and other government agencies. Liaises with jurisdictional Regulatory Authorities Liaises with Child Protection, Human Services and South Australian Police 			

SECTION A:	RESULTS TO BE ACHIEVED <i>(the outcomes, outputs, services, tasks and products arising from the duties)</i>
	<ul style="list-style-type: none"> • Manage, motivate and mentor Compliance Officers in accordance with the Performance Management Framework, monitoring performance, fostering ongoing professional development and ensure staff have the knowledge and skills to achieve their work objectives in alignment with agency values and its regulatory posture. • Oversee and coordinate a program of compliance and monitoring activities, ensuring a proactive, risk based compliance function that reduces regulatory risks and potential harms, and promotes voluntary compliance. • Optimise the Compliance and Investigation function through continual review and improvement of processes and quality assurance systems to ensure consistency and appropriate application of policies and procedures. • Work closely with the Manager, Compliance and Investigations and take a lead role in ensuring that compliance, complaints and incidents matters are appropriately dealt with, including evidence based planning and clear points of referral. • Maintain a thorough and up-to-date knowledge of the National Law, Regulations and Standards, including monitoring developments, trends or changes in early childhood regulatory policy. • Provide high quality and timely advice and recommendations, both written and verbal. This includes briefings and board performance reports to the Manager, Compliance and Investigations and agency executives. • Establish and maintain professional and productive internal and external (state and national) relationships by working collaboratively with key stakeholders, particularly when implementing change initiatives and providing expert advice and compliance related consultancy services. • Undertake regular quality assurance reviews of cases managed by Compliance officers.
	SPECIFIC REQUIREMENTS <i>(e.g. WHS, Act/Award, location, travel requirements, frequent overtime, etc.)</i>
	<ul style="list-style-type: none"> • The successful applicant will be required to satisfactorily complete a Department of Human Services Working with Children Check prior to being employed and regularly as required. • Flexible working arrangements are available for this position. • Intra or interstate travel may be required. • Some out-of-hours work may be required. • Compliance with Government legislation, Code of Ethics for the SA Public Sector, <i>State Records Act 1997</i>, ESB policies and procedures, including ethical / accountable resources and information management, WHS and injury management, risk management, and the access / equity /diversity strategies of the public sector. • The incumbent will be required to maintain a safe working environment by adopting appropriate hazard management practices consistent with the role.

SECTION B:	SELECTION CRITERIA
	<p>TECHNICAL EXPERTISE</p> <ul style="list-style-type: none"> • Demonstrated knowledge of, and experience in applying contemporary regulatory tools, concepts and frameworks. • Apply a high level of understanding of Procedural Fairness, Natural Justice and rules of evidence. • Demonstrated best practice in conducting compliance investigations pertaining to legislative powers, breaches and compliance actions and preparing briefs of evidence or briefs to report to the executive. • Demonstrated experience in managing sensitive or controversial issues which have significant public and/or political interest.
	PERSONAL ABILITIES

- Demonstrated well-developed written and verbal communication, including the ability to clearly detail matters, recommendations and expected outcomes that are of a protracted and/or complex nature.
- Demonstrated ability to identify non-compliances, use problem solving skills to determine appropriate courses of action and liaise with providers to reach an effective resolution.
- Demonstrated ability to operate under broad direction, determine priorities, cope effectively with high volumes of work, meet tight and competing deadlines and produce a high standard of work under pressure.
- Ability to recognise and deal discreetly with confidential matters, demonstrate integrity and apply diplomatic skills to sensitive matters and situations.
- Strong interpersonal skills, including proven ability to consult, liaise; and negotiate about the regulatory framework in a professional and tactful manner with internal and external stakeholders.
- Demonstrated ability to work effectively with attention to detail, exercise a significant level of responsibility, decision making and sound judgement in analysing and advising on complex information and developing and implementing appropriate and effective solutions.
- Actively promotes goals and strategic direction and ensures team and individual goals are linked to the bigger picture.
- Sets clear performance standards that are linked to business unit outcomes, and provides clear, honest and timely feedback, including addressing non-performance promptly and recognising high performance.
- Promotes and models the value of self-improvement and seeking opportunities for growth and learning.
- Displays flexibility, leadership, adaptability, remains positive and recovers quickly from setbacks.
- Demonstrates a high commitment to personal integrity, professionalism and holds self and others accountable for quality, timely and cost-effective results.
- Embodies the public sector values and supports and adheres to the Code of Ethics for the SA Public Sector.

EXPERIENCE

- Proven experience in leading teams to meet key performance indicators and measure performance outputs
- Demonstrated experience in preparing, reviewing and assessing, reports and documentation connected to investigations and to support compliance actions provide advice and recommendations to support executive and staff in legislative and compliance judgements.
- Demonstrated experience in managing, analysing and interpreting information and compliance related data.
- Proven experience in working as part of a team and demonstrated practical aptitude to learn new skills and promote a continuous improvement agenda.
- Demonstrated experience in the interpretation of legislation and the application of legislation in policy and process.

SECTION C:

DESIRABLE SELECTION CRITERIA

- Demonstrated knowledge of relevant state and nationally applied Early Childhood Education and Care legislation, regulations and the National Quality Framework, or demonstrated experience in the ability to interpret legislation and law.
- Understanding of the role of the agency Education Standards Board as a statutory authority of the State of South Australia.
- Sound knowledge and operational application of *the Education and Early Childhood Services (Registration and Standards) Act 2011* and the Education and Care Services National Regulations 2011 and National Quality Framework, as well as relevant legislation specific to South Australia.

SECTION D:

DELEGATE APPROVAL

APPROVED BY:

Sean Heffernan, Acting Chief Executive

DATE:

15 November 2024

SIGNATURE:

