



# POSITION DESCRIPTION

**Directorate:** Education

**Division:** System Policy and Reform

**Branch:** Education and Care, Regulation and Support

**Position Title:** Director Quality Assurance and Engagement

**Position Number:** P72106

**Classification:** Senior Officer Grade B

**Status:** Permanent

**Location:** Headley Beare Centre for Teaching and Learning, Stirling

**Reviewed:** 1 July 2026

## DIRECTORATE OVERVIEW

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The Education Directorate delivers high quality education services through government schools and early childhood education and care; registers non-government schools and home educated children; regulates ACT school CRICOS providers; and administers vocational education and training in the ACT.

The Australian Capital Territory Public Service (ACTPS) is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration, and innovation, as well demonstrate the related signature behaviors.

## DIVISION OVERVIEW

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System Policy and Reform is responsible for the provisions of strategic advice to the Minister and the Directorate on system, policy, and reform matters. The division is responsible for leading and delivery of system- wide reforms including the Future of Education Strategy, the Early Childhood Strategy, and Review of the *Education ACT 2004*. The division delivers quality data and analytics to inform school and system improvement and well-informed system-wide planning.

The division promotes a strong and collaborative culture through effective communication and links with internal and external partners and the broader community. Responsible for the provision of an impartial view regarding the system performance and an independent look at our system as a whole.

## BUSINESS UNIT OVERVIEW

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Education and Care Regulation and Support (ECRS) Branch is a business unit of the ACT Education Directorate. ECRS comprises Children's Education and Care Assurance (CECA) and Non-Government Education (NGE).

CECA fulfil the functions of the Regulatory Authority for education and care services, which includes long day care, outside school hours care, preschool, family day care and playschool in the ACT under the *Education and Care Services National Law* (National Law) and *Children and Young People Act 2008*.

NGE is responsible for the regulation, monitoring, registration and compliance of ACT non-government schools and ACT families who choose to home educate their children under chapters 4 and 5 of the *Education Act 2004*. NGE also regulates ACT school providers who are registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

## POSITION OVERVIEW

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ECRS regulates and supports over 370 education and care services, 600 home-educated resident children, 49 non-government schools, and five ACT school CRICOS providers.

This role provides strategic leadership of the Education and Care Regulatory Services (ECRS) quality assurance and quality engagement functions. The role leads teams of authorised officers, oversees assessment and rating, quality assurance and stakeholder engagement activities under the *Education and Care Services National Law (ACT) Act 2011* and *Education and Care Services National Regulations 2011*, and exercises administrative decision-making functions.

This position requires leadership and expertise in regulatory functions and a strong ability to accurately interpret and apply legislation. The ideal candidate will be strategic and innovative with high level interpersonal, communication, and IT skills.

## WHAT YOU WILL DO

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Under limited direction:

1. Lead and develop a team of authorised officers.
2. Provide leadership and direction to the ECRS quality assurance and quality engagement program teams under the *Education and Care Services National Law (ACT) Act 2011* and *Education and Care National Regulations 2011*.
3. Lead and oversee the quality assessment and rating processes, ensuring the consistent application of assessment standards through the management of quality assurance frameworks, training programs, and moderation activities.
4. Lead and oversee the quality engagement program processes, ensuring the consistent, equitable and relevant implementation and sector engagement through regulatory frameworks and sector engagement.
5. Draft and review administrative decisions and make administrative decisions in accordance with the Branch's decision making policy
6. Exercise procedural administrative decisions for the purposes of assessment and rating and other auxiliary functions of the National Law
7. Provide high-level strategic advice and undertake policy development and projects, including the preparation of complex, high level documents. Identify opportunities to improve operations through innovation and strategy, aligned with objectives of the branch, ACT government and legislation.
8. Represent the Regulatory Authority at meetings, conferences, forums and review panels on matters relating to the provision of education and care services for children, locally and nationally.
9. Provide strategic leadership and oversight of advisory functions relating to education and care services, ensuring the delivery of high-quality, consistent and evidence-based advice to stakeholders.

10. Consistently model and demonstrate the ACT Government Respect, Equity and Diversity Framework and lead safe work practices that are in accordance with the Directorate's Work Health and Safety policies, procedures and roles and responsibilities.
11. This position directly supervises staff.

## WHAT YOU REQUIRE

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The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

### Professional / Technical Skills and Knowledge

1. Demonstrated ability to develop staff, supervise staff and foster positive, high performing team culture.
2. Comprehensive knowledge and understanding of the *Education and Care Services National Law (ACT)*, *Children and Young People Act 2008*, and the *Education ACT 2004* and high-level knowledge of best practice in education and care.
3. Demonstrated knowledge and ability to apply legislative requirements and CECA objectives through regulatory functions of assessment and rating and quality engagement program.
4. Demonstrated ability to lead, coordinate and manage high volume caseloads, multiple workstreams, allocate resources effectively, manage competing operational priorities in a dynamic regulatory environment to meet deadlines.
5. Demonstrated high level analytical skills and sound judgement in assessing complex regulatory issues, identifying risks, applying appropriate decision-making tools, and providing strategic advice and reporting to support effective risk management.
6. Demonstrated ability to give effect to long-term strategic goals in the day-to-day, week-to-week leadership and oversight of teams and work.
7. Highly developed written communication skills, including the ability to prepare and review complex regulatory enforcement documents, compliance outcomes, executive briefs, ministerial correspondence and other high level written materials.
8. Demonstrated proficiency in technology and computer skills and the ability to learn operating systems efficiently and effectively.

### Behavioural Capabilities

1. Demonstrated capacity to work independently and collaboratively; and to demonstrate flexibility, resilience, and pragmatism.
2. Evidence of highly developed interpersonal skills, including the ability to liaise, consult and negotiate with colleagues and external stakeholders.
3. A sound understanding of and the ability to actively practice the guiding principles of working in the ACT Public Service, including but not limited to in the areas of management, values, non-discrimination, industrial democracy and general principles, as embodied in the *Public Sector Management ACT 1994*.

## Compliance Requirements / Qualifications

1. Tertiary qualifications and experience in Early Childhood Teaching, administrative law, National Law Authorised Officer experience is highly desired. Related qualifications and experience may be considered.
2. Current NQA Authorised Officer status is desirable. Otherwise, the successful applicant will be required to complete (ACECQA) Authorised Officer and Assessor Training.
3. This position requires:
  - a. a current driver's licence; and
  - b. current registration under the *Working with Vulnerable People (Background Checking) Act 2011*. For further information on Working with Vulnerable People registration refer to [www.accesscanberra.act.gov.au](http://www.accesscanberra.act.gov.au)

## WORK ENVIRONMENT DESCRIPTION

| ADMINISTRATIVE                                                                                           | FREQUENCY     |
|----------------------------------------------------------------------------------------------------------|---------------|
| Telephone use                                                                                            | Frequently    |
| General computer use                                                                                     | Frequently    |
| Extensive keying/data entry                                                                              | Frequently    |
| Graphical/analytical based                                                                               | Frequently    |
| Sitting at a desk                                                                                        | Frequently    |
| Standing for long periods                                                                                | Occasionally  |
| Designated workstation                                                                                   | As negotiated |
| STANDARD HOURS                                                                                           | FREQUENCY     |
| Flexible working hours (access to flex time)                                                             | Frequently    |
| Fixed or specified start/finish times                                                                    | Never         |
| Expected to work extensive hours over a significant period due to the nature of the duties               | Occasionally  |
| Access to Accrued Days Off (ADO's)                                                                       | Never         |
| Peaks and troughs                                                                                        | Frequently    |
| Frequent overtime                                                                                        | Occasionally  |
| Rostered shift work                                                                                      | Never         |
| SOCIAL DEMANDS                                                                                           | FREQUENCY     |
| Work with others towards shared goals in a team environment                                              | Frequently    |
| Work in isolation from other staff (remote supervision)                                                  | Frequently    |
| Working in a call centre environment                                                                     | Never         |
| Attending required face-to-face meetings                                                                 | Frequently    |
| Working directly with the public including non-government school stakeholders and home educating parents | Frequently    |
| PHYSICAL DEMANDS                                                                                         | FREQUENCY     |
| Distance walking (large buildings or inter-building transit)                                             | Occasionally  |
| Working outdoors (e.g., site visits to non-government schools)                                           | Occasionally  |
| MANUAL HANDLING                                                                                          | FREQUENCY     |
| Lifting 0 – 5kg                                                                                          | Occasionally  |
| Lifting 5 – 10kg                                                                                         | Never         |
| Lifting 10kg+                                                                                            | Never         |
| Climbing                                                                                                 | Never         |
| Reaching                                                                                                 | Occasionally  |
| Bending/squatting                                                                                        | Occasionally  |
| Push/pull                                                                                                | Occasionally  |
| Sequential repetitive movements in a short amount of time                                                | Occasionally  |
| TRAVEL                                                                                                   | FREQUENCY     |
| Frequent travel – multiple work sites                                                                    | Occasionally  |
| Frequent travel – driving                                                                                | Occasionally  |
| Frequent travel – interstate                                                                             | Occasionally  |
| SPECIFIC HAZARDS                                                                                         | FREQUENCY     |

|                                                   |                  |
|---------------------------------------------------|------------------|
| Working at heights                                | Never            |
| Exposure to extreme temperatures                  | Never            |
| Operation of heavy machinery e.g. forklift        | Never            |
| Confined spaces                                   | Never            |
| Excessive noise                                   | Never            |
| Low lighting                                      | Never            |
| Handling of dangerous goods/equipment             | Never            |
| Working with asbestos                             | Never            |
| Potential to encounter agitated customers         | Occasionally     |
| Exposure to potentially distressing case material | Occasionally     |
| <b>OTHER</b>                                      | <b>FREQUENCY</b> |
| Uniform required                                  | Never            |
| Personal Protective Equipment (PPE) required      | Never            |