

POSITION DESCRIPTION

Directorate: Education

Division: System Policy and Reform

Branch: Education and Care, Regulation and Support

Position Title: Director, Compliance and Investigations

Position Number: P72108

Classification: Senior Officer Grade B

Status: Permanent

Location: Headley Beare Centre for Teaching and Learning, Stirling

Reviewed: 1 July 2026

DIRECTORATE OVERVIEW

The Education Directorate delivers high quality education services through government schools, 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 behaviours.

DIVISION OVERVIEW

System Policy and Reform (SPR) division is responsible for the provision of strategic advice to the Minister and the Directorate on system, policy, and reform matters. SPR 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). SPR delivers quality data and analytics to inform school and system improvement and well-informed system- wide planning.

SPR promotes a strong and collaborative culture through effective communication and links with internal and external partners and the broader community. SPR is 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

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 fulfils the functions of the Regulatory Authority for education and care services, which include long day care, outside school hours care, preschool, family day care and playschool in the ACT under the *Education and Care Services National Law (ACT)* 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).

ECCRS regulates and support over 380 education and care services, over 650 home educated resident children, 49 non-government schools, and five ACT school CRICOS providers.

POSITION OVERVIEW

The position requires undertaking complex statutory investigation, compliance and enforcement work relating to the National Quality Framework (NQF) and Non-Government Schools (NGS) in the ACT.

The Compliance and Investigation teams are responsible for operational management of ECEC and NGS investigations and compliance matters. The core role is the oversight of the investigators, ensuring high quality investigations, professional development of staff and implementing the priority regulatory focus areas set by the Branch.

The Investigations and Compliance teams within the Regulatory Authority undertake assessment of information, investigations and enforcement action under the *National Law*, the *Education and Care Services National Regulations*, *Children and the Children and Young People Act 2008 (CYP Act)* and *Education Act 2004*.

The Investigations team is responsible for assessment and initial triage of information received from ECEC notifications, direct complaints or concerns, inter-agency information-sharing and other intelligence. The Investigations and Compliance teams are responsible for leading formal Triage and Case Management Committee functions.

The position requires strong demonstrated leadership capability and expertise in regulatory decision making within a complex regulatory environment.

Demonstrated knowledge of administrative law, leading and developing staff and quality regulatory practice is essential. Demonstrated knowledge of government processes, building professional relationships, and managing sensitive issues with integrity is essential for this role.

The Director of Compliance and Investigations will be responsible for

- ensuring the delivery of high quality, timely, and legally compliant investigations, compliance activities, and regulatory outcomes under the *National Law*, *Children and the Children and Young People Act 2008 (CYP Act)*, *Education Act 2004* and other relevant legislation as needed.
- Developing staff and creating positive team culture
- Leading strategic improvements to the workflow and systems of investigation and compliance
- Building and maintaining quality professional relationships with ACT Policing; WWVP team; Australian Government Child Care Subsidy regulator and other regulatory bodies.

WHAT YOU WILL DO

Under limited supervision:

- 1) Lead and develop a team of investigators
- 2) Provide direction, organise and take action to give effect to the Branch's triage, and case management deliberations
- 3) Draft, review and implement policies and operational frameworks to support consistent, effective and legally compliant investigations and compliance activities
- 4) Provide high level strategic advice in the form of government briefs, submissions, ministerial responses to assembly questions, speeches, requests for data, accountability indicators etc. as required.
- 5) Draft administrative decisions and make administrative decisions in accord with the Branch's decision making policy;
- 6) Exercise procedural administrative decisions for the purposes of investigation or ensuring compliance
- 7) Undertake internal reviews of administrative decisions and instruct on litigation arising from compliance actions
- 8) Negotiate, liaise, and collaborate with a range of stakeholders, including internal, government and non-government agencies relating to the regulatory portfolio
- 9) Represent the ACT at jurisdictional and national meetings, conferences, and forums where required
- 10) Demonstrate and consistently model the ACTPS ethical standards, ACTPS code of conduct upholding the ACT Government Respect, Equity and Diversity Framework and lead safe work practices in accordance with the Directorate's Work Health and Safety policies, procedures and defined roles and responsibilities.
- 11) This position directly supervises staff

WHAT YOU REQUIRE

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. Demonstrated sound knowledge, or the ability to quickly acquire knowledge, of the investigation and compliance powers in the *Education and Care Services National Law (ACT)*, *Education and Care Services National Regulations*, *Children and the Children and Young People Act 2008 (CYP Act)*, and Chapter 4 (Non-Government Schools) of the *Education Act 2004*.

3. Demonstrated mastery in fundamental investigation practice and evidence-taking law, particularly the taking of witness statements, interviewing people of interest, powers of entry, and exercise of compulsory information provision powers.
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, investigation 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. Evidence of highly developed interpersonal and communication skills, including the ability to liaise, consult and negotiate with key stakeholders and manage interpersonal relationships.
2. Demonstrated commitment to the ACT Government Respect, Equity and Diversity Framework in accordance with the Directorate's Work Health and Safety policies, procedures and roles and responsibilities.

Compliance Requirements / Qualifications

1. Diploma or Tertiary qualification (or combination) in investigation and/or law is essential. Experience in leading and developing an investigation team is highly desirable.
2. A current driver's licence.
3. The ability to be approved and operate as an Authorised Person under section 67 of the *Education Act 2004* and the ability to be approved and operate as an Authorised Officer under section 195 of the *Education and Care Services National Law (ACT)*.
4. Prior to commencing in this role, a current registration issued under the *Working with Vulnerable People (Background Checking) Act 2011* will be required. For further information on Working with Vulnerable People registration refer to www.ors.act.gov.au.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of quality assurance officer and indicates how frequently each of these requirements would be performed. Please note that the ACTPS is committed to providing reasonable adjustments and ensuring all individuals have equal opportunities in the workplace.

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	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Rarely
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
Frequent overtime	Rarely
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	Regularly
Working directly with the public including non-government school stakeholders	Frequently
PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Regularly
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	Rarely
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	Regularly
OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Occasionally