



POSITION DESCRIPTION

Position Title:	Senior Case Manager x 2
Section:	Assurance Group or Assessment and Investigations Group
Employment Type:	Ongoing, Full-time
Salary Range:	\$80,201 to \$88,194pa plus 15.4% superannuation
Classification:	APS Level 6
Location:	Melbourne, Victoria
Reporting to:	Assistant Director, Assurance Group or Assistant Director, Assessment and Investigations Group
Agency Employment Act:	PS Act 1999

Overview

The Provider Assessment groups are responsible for delivering TEQSA's core business of undertaking regulatory assessments of applications for (re)registration and (re)accreditation from providers against the Higher Education Standards Framework. The groups have responsibility for the active case management of groups of approved higher education providers covering all aspects of regulation and quality assurance. The groups comprise the Assessment and Investigations Group and the Assurance Group.

The Assurance Group is responsible for applications from higher education providers at the moderate or low risk levels or on the self-accreditation track. This Group will also be responsible for applications for Self-Accreditation Authority and Change of Category (to one of the University categories).

The group also undertakes continuous monitoring of these providers that might be relevant to their compliance with the Higher Education Standards Framework.

The Assessment and Investigations Group is responsible for cases of high risk and/or high complexity, initial registrations, compliance assessments, cases requiring investigations and sanctions (both under the TEQSA and ESOS Acts) especially cases leading to possible rejection of registration, and cases referred to the Administrative Appeals Tribunal. Further specialisation within the Group will be structured around assessing registrations and course accreditations. This Group will be required to have a high level of technical expertise in relation to the ESOS obligations.

The Senior Case Manager is responsible for undertaking the detailed assessment of applications from providers. The position involves direct participation in regulatory processes, including negotiating of scope, and undertaking analysis of, and making expert judgments on, evidence and material submitted to TEQSA by providers or gathered from other sources. The Senior Case Manager will have responsibility for managing the relationship with a number of providers.

The Senior Case Manager will analyse the applications received from providers against standards and other legislative requirements using established Agency assessment and decision making practices. The Senior Case Manager will be required to apply expert judgment based on evidence and analysis of material submitted, in consultation with Assistant Director/s, Director/s and the Commissioner/s as appropriate.

This position may involve interstate travel.

Duties

- You will be required to operate under limited direction as a Senior Case Manager for regulatory work to deliver the assessment of applications under relevant legislation for (re)registration, course (re)accreditation and assurance activities, and the formulation of advice on other matters related to regulation of providers and for the conduct of quality assessment.
- Undertake risk based assessments of applications, reviewing and analysing evidence submitted by providers and derived from other sources, interpreting legislation, and applying sound judgment to prepare well-argued recommendations for consideration by decision-makers.
- Conducting investigations into issues arising in specific providers and preparing relevant recommendations to Group Directors.
- Maintain and apply comprehensive work knowledge, including knowledge of precedents, relevant legislation, standards, quality assurance procedures, reporting requirements, best practice regulatory models, policy, procedures and guidelines to assessments involving complexity and sensitivity and requiring considerable interpretation and analysis.
- Prepare advice and recommendations to decision-makers, including briefing material and analytical reports, and presenting findings to decision-makers.
- Share responsibility for ESOS, ELICOS and National Code.
- Provide inputs to TEQSA case manager handbooks and internal guidance notes for regulatory decision makers.
- Ongoing close monitoring of providers and contribute to the quantitative and qualitative risk assessment of providers
- Other duties as assigned.

Selection Criteria

*Please note that the responses to the selection criteria should be brief and **not exceed 200 words per criteria.***

1. Job Context and Environment

- Ability to manage staff/experts/contractors
- Strong analytical and monitoring skills.
- Have an in-depth knowledge of the role and functions of the agency and an understanding of how these relate to a work area.
- Maintain a well-developed understanding of relevant legislation and policy frameworks
- Demonstrated ability to uphold the APS Code of Conduct and the APS Values.

2. Leadership and Accountability

- Provide expertise and technical knowledge in specialist area across a range of programs or activities for the agency.
- Provide accurate and specialised advice including anticipating problems and contributing to issues management.
- Ensure knowledge of and compliance with legislative, financial and administrative frameworks, government decision-making processes and agency guidelines and regulations.

3. Stakeholder Management

- Anticipate and respond to stakeholder needs and expectations.
- Develop and support relationships with internal and external stakeholders.
- Maintain internal and external networks

4. Independence and Decision Making

- Work with independence, subject to limited direction against established priorities, practices, and methodologies to deliver quality outcomes.
- Produce work requiring little or no revision before finalisation.
- Make decisions, with direction from more senior staff, on tasks/assignments with considerable complexity and sensitivity.

5. Management Diversity and Span

- Supervise a team performing related roles.
- Ensure quality outputs for a team including the development of specialist, professional and/or technical expertise. Conduct regular quality assurance of work area processes and manage identified risks.
- Assist in strategic planning, program and project management and/or policy development for the work area.

Qualifications

Tertiary qualification is required and experience in the Australian Higher Education sector is preferred.

Eligibility

The successful applicant must:

- be an Australian citizen, or, subject to approval of the Agency Head, hold the necessary visa and work permits appropriate to the employment;
- satisfactorily complete a National Police Check; and
- obtain and maintain an Australian Government Security clearance to Baseline Vetting level.

Failure to satisfy any of these conditions may result in the withdrawal of an offer of employment or termination of employment.

TEQSA supports workplace diversity and values the contribution of people from diverse backgrounds. In particular, applications are encouraged from Aboriginal and/or Torres Strait Islander people, people with disability, and people with cultural and linguistic diversity.

About TEQSA

The Tertiary Education Quality and Standards Agency (TEQSA) is Australia's independent national quality assurance and regulatory agency for higher education. TEQSA was established on 29 January 2012 under the *Tertiary Education Quality and Standards Agency Act 2011* (the Act).

TEQSA's role is to ensure that quality standards are being met by all higher education providers so that the interests of students and the reputation of Australia's higher education sector are promoted and protected. TEQSA takes a risk-based approach to planning and implementing its assessments of provider compliance with these standards.

All providers of higher education – universities and non-universities alike – that offer higher education qualifications in or from Australia, must be registered by TEQSA. Providers that do not have self-accrediting authority, which is virtually all of the non-university providers at present, must also have their courses of study accredited by TEQSA.

Mission

To safeguard student interests and the reputation of the higher education sector by assuring the quality of Australian higher education through a proportionate, risk-reflective approach which allows higher education providers to pursue their individual missions and encourages diversity, innovation and excellence.

Further information about TEQSA can be found at: www.teqsa.gov.au.