



Australian Government

Tertiary Education Quality and Standards Agency

Candidate information pack

Director Regulatory Operations

Assistant Director Regulatory Operations



TEQSA

CANDIDATE INFORMATION PACK

Position Number:	Multiple
Position Title:	Director Regulatory Operations (Executive Level 2) Assistant Director Regulatory Operations (Executive Level 1)
Group / Team:	Regulatory Operations
Employment Type:	Ongoing or Non-ongoing / Full-time
Salary Range:	\$124,681 to \$176,120 per annum plus 15.4% superannuation
Location:	Melbourne or Canberra (<i>other locations may be considered</i>) Hybrid and flexible work options are available.
Reporting to:	Executive Director Regulatory Operations (for EL2 roles) Director Regulatory Operations (for EL1 roles)
Agency Employment Act:	<i>Public Service Act 1999</i>
Contact:	recruitment@teqsa.gov.au

About us

The Tertiary Education Quality and Standards Agency (TEQSA) is Australia's independent national quality assurance and regulatory agency for higher education. TEQSA protects the interests of students and the reputation and standing of Australian higher education.

As an independent quality assurance and regulatory agency, TEQSA adopts a risk-based approach that is guided by the principles of necessity, risk, and proportionality, and which supports quality, diversity, innovation, and excellence in higher education.

TEQSA has three strategic objectives in delivering its purpose:

1. Promote and support good practice and effective self-assurance across the sector.
2. Identify, analyse, and respond to risks to the sector.
3. Ensure compliance with applicable legislation through effective and efficient regulation.

Our culture

Our organisational culture reflects our *Culture Plan 2023* and the core values and behaviours that guide how we approach our work and interact with each other.

The core values by which we operate include:

- **Trust** – We have confidence in each other to do our best. We encourage open and honest conversations that focus on the issue, not the person. We promote a supportive and safe workplace environment.
- **Respect** – We approach every situation with kindness, compassion, and an open mindset. We value people, the range of views and experience they bring, and the work they undertake.
- **Accountability** – We hold ourselves and each other accountable for our actions, how we work together, and the quality of what we deliver. We gather feedback, reflect, and act on

opportunities for improvement.

- **Collaboration** – We draw on our collective strength by encouraging each other to contribute to the achievement of shared objectives. We provide context and information to help others succeed.

At TEQSA, we are building a working environment that aligns with our cultural values and cultivates a rewarding, stimulating, and engaging workplace. If our organisational culture resonates with you, we want to hear from you.

How we value our employees

TEQSA is committed to investing in its people. Why work for us?

- **A full-time role in a for-purpose organisation** that protects the interests of students and the reputation and standing of Australian higher education.
- **Flexible working arrangements**, including working from home to balance work and personal life.
- **Conveniently located spacious office** close to public transport in the heart of Melbourne CBD or in the Parliamentary Triangle Canberra.
- **Generous leave entitlements**, including study leave to support your professional development, personal leave, and paid time off over Christmas!
- **Competitive superannuation at 15.4%** and remuneration.
- **Professional development that is supported and encouraged** so your career continues to grow as you enhance your technical and leadership skills and capabilities and build a career at TEQSA.
- **Free Employee Assistance Program for you and your immediate family members.** Our external partner is a leading provider of wellbeing and mental health support services.
- **Workplace diversity and inclusion.** TEQSA welcomes people with diverse skills, experiences, perspectives, and backgrounds. TEQSA encourages applications from Aboriginal and Torres Strait Islander People, people with disabilities, people that identify as LGBTQIA+, and people from culturally and linguistically diverse backgrounds.

Regulatory Operations

TEQSA's Regulatory Operations Division is responsible for delivering TEQSA's primary function of conducting regulatory assessments under the *Tertiary Education Quality and Standards Agency Act 2011* (TEQSA Act) and the Education Services for Overseas Students (ESOS) Framework, as well as managing sector-wide enquiries. Roles across the regulatory functions of TEQSA work collaboratively on case management, liaising with higher education providers, and presenting assessment findings to the TEQSA Commission for regulatory decisions.

Regulatory Operations includes the following high-level functional areas:

- **Systemic risk and data** functions which include sector scanning, monitoring sector compliance with the Threshold Standards, risk assessments and regulatory data collection and management.
- **Monitoring** functions which include monitoring compliance with the Threshold Standards, conditions or investigation outcomes, referrals to investigations or enforcement.

- **Intelligence and assessment** functions which include assessment of complaints and concerns, engagement with stakeholders e.g. ASQA, NSO, GBVR, FWO, review of intelligence and referral to investigations.
- **Investigations and enforcement** functions which includes investigating suspected non-compliance and leading enforcement action where non-compliance is established.
- **Intake** function which includes provider management, initial assessment and triage of incoming contacts, referrals internally and externally as appropriate.
- **Registration and accreditation** functions which include registration and reregistration of providers, course accreditation, provider self-accreditation assessment and management of provider ELICOS and CRICOS application.

About the positions

TEQSA currently has opportunities at the Executive Level 2 (EL2) and Executive Level 1 (EL1) classification levels.

An **EL2 Director Regulatory Operations** will draw on significant regulatory and public sector knowledge and experience to influence and set the strategic direction for the group they are responsible for. They will translate strategy into operational goals and standards, create plans, provide expert advice, make decisions based on professional judgement, manage risks, and have demonstrated experience in achieving results and business process improvement.

The Director will be responsible for making regulatory decisions under TEQSA's regulatory frameworks, as well as providing advice and guidance to the Executive Director Regulatory Operations, Chief Executive Officer (CEO) and Commission on other regulatory matters. They will initiate, establish, and maintain strong relationships with key internal and external stakeholders, capitalising on the knowledge within the organisation as well as consulting externally where appropriate to drive and implement a culture of change and continuous improvement.

They will communicate with influence by anticipating and adapting messages to their target audience, gain stakeholder support through persuasive negotiation and be able to identify common ground to facilitate agreement and acceptance on highly complex and/or sensitive matters.

As an **EL2 Director Regulatory Operations** you will be responsible and accountable for:

- Leading the group's work to deliver high-quality regulatory assessments and related services.
- Building a strong regulatory team to use sound judgement and best practice regulatory intelligence, analysis and administrative law principles to deliver clear, timely and defensible risk-based decisions, supported by highly developed analytical and critical thinking skills.
- Providing leadership to team members, including setting the strategic direction of work priorities, monitoring workflows and resources, developing, coaching, and mentoring staff, resolving conflicts, and managing performance.
- Identifying, analysing, and drawing on contemporary public sector and regulatory thinking, research, and emerging technology, to improve access to, and the understanding and effectiveness of group services.
- Communicating information that is clear, concise and tailored to the needs of stakeholders.
- Leading change management, innovation and transformation agendas to support performance improvement and providing authoritative, practical and impartial advice as required.

- Building and sustaining productive and influential relationships with a network of key stakeholders including registered providers, peak bodies, government, and other agencies, to facilitate cooperation and ensure high-quality support and services are delivered, objectives achieved, and future needs addressed.
- Acting as a principal advisor on complex and/or sensitive regulatory matters, analysing and interpreting information and using sound judgement to choose an appropriate course of action.
- Participating in TEQSA's Executive Leadership Team and the group leadership team, actively contributing to corporate management and related statutory responsibilities including strategic planning, reporting, corporate and budgetary tasks to deliver organisational outcomes and deliverables.
- Performing other duties as required.

An **EL1 Assistant Director** in Regulatory Operations will be accountable for providing leadership, coaching and direction to team members as well as developing and translating strategy into operational goals and standards.

Consistent with TEQSA's regulatory principles and risk-based approach, the Assistant Director will manage risks regarding their work, and exercise sound judgement and decision-making. The incumbent will collaborate extensively with internal and external stakeholders as well as prepare and quality assure reports for senior management and TEQSA Commissioners on regulatory matters. The Assistant Director will also proactively identify sector and risk trends and use data and sector intelligence to inform regulatory activities and delivery of innovation projects.

The Assistant Director will also demonstrate a commitment to ongoing professional development and continuous improvement, contributing to efficiencies in team planning and regulatory effort. The incumbent will be innovative, flexible, and able to adapt to meet immediate and future challenges in a dynamic environment.

As an **EL1 Assistant Director Regulatory Operations** you will be responsible and accountable for:

- Leading a team to apply best practice regulatory and administrative law principles to deliver clear, timely and defensible risk-based decisions, supported by developed analytical and critical thinking skills to research, assess and resolve complex issues.
- High-quality regulatory assessments, providing specialist advice, and supporting the team to deliver quality and timely outcomes, encouraging critical thinking, and driving a positive team culture committed to continuous improvement.
- Building team capabilities by providing leadership to team members, including setting the strategic direction of work priorities, monitoring workflows and resources, developing, coaching, mentoring staff, resolving conflict, and managing performance.
- Leading, planning, conducting, and managing complex assessments, investigations, and intelligence activities, including gathering and managing information and evidence using relevant legislation, standards, policies, and procedures.
- Providing strategic advice and problem solving for internal and external stakeholders regarding complex and potentially controversial matters, using professional judgement and evaluating risks.
- Building and maintaining a broad knowledge of relevant legislative and administrative frameworks, government decision-making processes, and agency guidelines and regulations,

to provide expert advice to staff, senior management, and providers.

- Making balanced decisions and using professional judgement to analyse and solve complex problems, influence decision makers, and manage identified risks.
- Communicating information that is clear, concise and tailored to the needs of stakeholders.
- Building and sustaining strong relationships and collaborating with key internal and external stakeholders to identify opportunities, achieve outcomes, and facilitate cooperation through change, resolve conflict and manage sensitivities as they arise.
- Representing and explaining the agency's views at cross-agency meetings and other forums.
- Reporting on team performance and outcomes and assisting in strategic corporate planning.
- Working effectively and harmoniously as part of the leadership and management team.
- Other duties as required.

Our ideal candidates

TEQSA is looking for high-performing team members who are passionate about contributing to the excellence of Australian higher education.

At the **EL2** level, our ideal candidate has:

1. Demonstrated understanding of regulatory theory and practice.
2. Proven experience leading and managing teams to meet organisational objectives, including by developing, coaching and mentoring employees to deliver excellent service in multi-stakeholder environment.
3. Resilience and high self and situational awareness and emotional intelligence, and can provide leadership in a climate of change, uncertainty, and continuous improvement to achieve and maintain high-performance.
4. Outstanding interpersonal and stakeholder management skills and the ability to build influential relationships with key stakeholders that drive consultation and collaboration.
5. Demonstrated experience in driving consensus and cohesion and building staff engagement to deliver high performance.
6. Excellent communication skills, including the ability to prepare well-structured, persuasive reports, briefs, and procedural guides that are clear and easy to understand.
7. Demonstrated ability to make balanced decisions; use professional judgement to investigate, analyse and resolve issues and influence decision makers; and delivers quality outcomes that have significant impact on Division and Commission operations.
8. Experience conducting, leading and managing complex regulatory assessments, and complex regulatory programs, in accordance with legislation, policy and standards.
9. Demonstrated ability to develop a detailed understanding of the higher education sector within a regulatory context.

At the **EL1 level**, our ideal candidate has:

1. Demonstrated understanding of regulatory theory and practice.
2. Strong leadership skills, including the ability to set and meet performance targets, manage performance, and deliver quality and timely outcomes.

3. Demonstrated ability to lead and manage complex regulatory assessments, and complex regulatory programs, in accordance with legislation, policy and standards.
4. Demonstrated ability to use professional judgement to investigate, analyse and resolve issues and influence decision makers.
5. Excellent communication skills, including the ability to prepare well-structured, persuasive reports, briefs, and procedural guides that are clear and easy to understand.
6. Proven ability to develop and maintain effective relationships with a wide range of internal and external stakeholders.
7. Demonstrated ability to develop a detailed understanding of the higher education sector within a regulatory context.

Qualifications and experience

- Relevant tertiary qualifications including Law, Public Administrations or Government Investigations will be highly regarded.
- Certificate IV in Government Investigations or equivalent qualifications, or the ability to quickly obtain this qualification.
- Experience working in an Australian Government regulatory environment and/or the Australian higher education sector will be highly regarded.

How to apply

Your application must include the following items:

- [TEQSA Job Application Cover Sheet](#)
- A current resume (maximum two pages).
- A two-page cover letter (pitch) (maximum 1000 words) detailing how your skills, strengths and experience address the 'our ideal candidates' section (i.e., what makes you the best candidate for the position), and the value you can add to TEQSA.

If you are applying for **both** the EL1 and EL2 level roles, please specify this on your application cover sheet. Your statement should be pitched at the higher classification level, and your application will be considered at both classification levels.

If you are applying for **either** the EL1 or EL2 (i.e. not both) level roles, please specify this on your application cover sheet. Your statement should be pitched at the classification level you are applying for.

Your application will be assessed on your ability to demonstrate that you possess some or all of the required skills, knowledge, experience and qualifications to perform the role. We are committed to fair and equitable recruitment processes offering reasonable adjustments for all applicants.

Once prepared, please submit your completed application to recruitment@teqsa.gov.au.

PLEASE NOTE: TEQSA APS Careers is for job seekers only. We do not accept unsolicited resumes or applications from recruitment agencies and/or search firms and will not pay fees to any such organisations unless arranged with the provider prior to advertising the vacancy.

Handy hints

- ✓ Your pitch should be succinct and showcase your strengths, skills, knowledge, experience, and qualifications.
- ✓ For assistance with preparing your response, you may wish to refer to [Australian Public Service Work Level Standards](#) relevant to the classification level and [Cracking the Code](#).

Eligibility

The successful applicant must:

- be an Australian citizen.
- complete a National Police Check satisfactorily.
- be able to obtain and maintain an [Australian Government Security Vetting Agency \(AGSVA\)](#) clearance to Baseline status, supported by TEQSA.

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

Additional information

- This recruitment process is being used to fill multiple ongoing and non-ongoing (up to 18 months) EL2 and EL1 vacancies within the Regulatory Operations Division.
- Successful candidates may be placed in any one of the groups/teams within the Regulatory Operations Division and may be required to work in another team after 6-12 months as operational needs require.
- A merit pool of suitable applicants will be created from this process and may be used to fill similar ongoing and non-ongoing vacancies within Regulatory Operations. It is active for 18 months from the date of this advertisement.
- Before commencing in the role, the successful candidate will be required to disclose details of any material personal interests in connection with their employment at TEQSA via a Declaration of Interest form and seek approval to undertake any outside employment (paid or unpaid) via an Outside Employment application.

The logo for the Tertiary Education Quality and Standards Agency (TEQSA) is displayed in white text on a dark blue background. The word "TEQSA" is in a large, bold, sans-serif font, and the website address "teqsa.gov.au" is in a smaller, lowercase, sans-serif font directly below it.

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