



Australian Government

Tertiary Education Quality and Standards Agency

Candidate information pack

Director, Communications and Engagement



TEQSA

CANDIDATE INFORMATION PACK

Position Number:	19484
Position Title:	Director, Communications and Engagement
Group / Team:	Executive Office
Employment Type:	Ongoing, Full-time
Classification:	Executive Level 2 (EL2)
Salary Range:	\$146,720 to 176,120 per annum plus 15.4% superannuation
Location:	Melbourne or Canberra – other locations may be considered
Reporting to:	Executive Office
Agency Employment Act:	Public Service Act 1999
Contact person	Dhamendra Unka (03 8306 2430)

Summary

- Utilise your leadership skills and contribute to the excellence of Australian higher education
- Make the role your own, with a supportive and friendly team
- Work in a challenging, dynamic, and rewarding mission-focused environment
- Lead at a strategic level while also being hands-on.

About us

The Tertiary Education Quality and Standards Agency (TEQSA) is Australia's independent national quality assurance and regulatory agency for higher education. TEQSA's purpose is to deliver quality assurance that 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 principles of necessity, risk, and proportionality, and which supports quality, diversity, innovation and excellence in tertiary 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. So, what's on offer for you?

- **A full-time and secure 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.

About the position

The **Director, Communications and Engagement** leads TEQSA's communications and engagement teams, ensuring a clear, consistent, and credible voice across all internal and external channels. Operating under broad direction, the Director shapes the agency's communications and engagement strategy, drawing on expertise in strategic communications, stakeholder engagement and issues management.

The Director is the trusted advisor to TEQSA's CEO and Commissioners on communications and engagement activities. They will anticipate risks, manage complex media issues, and build strong relationships with a diverse stakeholder network.

The Director will lead a small, high-performing team to deliver core services and develop and maintain a strong awareness of emerging sector-wide issues and risks. The role requires the ability to move seamlessly between strategic thinking, team leadership, and hands-on delivery.

This position involves some interstate travel.

Duties

As the **Director, Communications and Engagement**, you will be responsible and accountable for:

- planning and sequencing strategic work programs across the communications and engagement functions to enable co-ordinated delivery that supports the CEO's priorities and TEQSA's objectives and regulatory functions
- overseeing the delivery of core communications and engagement activities, including the Corporate Plan, Annual Report, TEQSA Talks, staff forums, annual stakeholder survey, TEQSA conference, regular sector updates, and national and international engagement activities and events
- leading and developing high-performing teams by setting strategic direction, allocating resources, managing performance, resolving issues, and fostering a culture of integrity, psychological safety, and active staff engagement
- providing timely and authoritative advice to the CEO, Commissioners, Senior Executive Team, and other senior leaders on complex media issues, reputation and risk management messaging, stakeholder engagement, and sensitive government relations to shape organisation-wide messaging and responses to risks and issues
- developing the CEO's speeches, presentations, and correspondence so priorities and key messages are communicated consistently to internal and external audiences
- developing and implementing tailored internal and external communications and engagement strategies to drive alignment and clarity during major regulatory reforms, emerging issues, and strategic events
- in collaboration with other teams, ensuring the production of high-quality, audience-appropriate content and materials including reports, submissions, publications, correspondence, and event information
- building trusted and influential relationships with providers, students, government, peak bodies, international regulators, and other stakeholders to support strategic engagement and impactful regulatory outcomes

- contributing to TEQSA's corporate and strategic management activities, including business planning, budgeting, performance reporting and compliance with statutory obligations
- performing other duties as required.

Our ideal candidate

TEQSA is looking for someone who is passionate about contributing to the excellence of Australian higher education. Our **ideal candidate** has:

1. expertise in strategic communications and stakeholder engagement in complex environments
2. strong planning skills and experience delivering structured programs of work
3. excellent writing and editing skills, with the ability support teams to tailor messages to varied audiences
4. confidence engaging with senior executives, government officials, media and external stakeholders
5. sound judgment and discretion in managing sensitive and reputationally significant issues
6. proven ability to lead high-performing teams and support staff development
7. experience managing complex projects and competing priorities to deliver outcomes
8. resilience and a strong ability to lead and communicate with clarity through change.

Qualifications and experience

- Relevant tertiary qualification(s) in communications, journalism or engagement would be highly regarded.
- Experience working in a public sector or regulatory environment, including having responsibility for engaging with Ministerial staff, would be highly valued.

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 and experience address the 'our ideal candidate' section (i.e. what makes you the best candidate for the position), and the value you can add to TEQSA.

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

Handy hints

- ✓ Your pitch should be succinct and showcase your 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 **EL2** classification level.

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, which must be maintained throughout the period of employment.

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

Other relevant information

- This recruitment process is being conducted to fill an ongoing vacancy.
- A merit pool of suitable applicants will be created from this process and may be used to fill similar ongoing and non-ongoing vacancies. 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.
- For further information on this role, please contact Dhamendra Unka on 03 8306 2430 or email recruitment@teqsa.gov.au.

The image features a diagonal split background with orange in the top right and dark blue in the bottom left. The text 'TEQSA' is in a large, white, sans-serif font, with the website address 'teqsa.gov.au' in a smaller, white, sans-serif font directly below it.

TEQSA
teqsa.gov.au