

Operations Manager Education and Care

STATEMENT OF DUTIES

AUGUST 2013

Number	Generic
Portfolio	Development and Support
Branch	Education and Care Unit
Section/Unit/School	N/A
Supervisor	Manager Education and Care
Award/Agreement	Tasmanian State Service Award
Classification	General Stream Band 7
Employment Conditions	Permanent/Fixed-term, Full-time/Part-time, 73.5 hours per fortnight, 52 weeks per year including 4 weeks annual leave.
Location	South

Primary Purpose

Oversee the provision of education and information to education and care services and the community in relation to the National Quality Framework (NQF).

Develop and disseminate high quality education and care and child care policy and deal with more complex issues in relation to education and care and child care service provision in Tasmania.

Lead the development, implementation, dissemination and review of state and national compliance and quality assessment systems, and associated policies, procedures, training programs, publications and documentation, for use both within the Unit and the sector, including consulting appropriately with key stakeholders, to ensure the continued improvement of standards of education and care and child care within Tasmania.

Level of Responsibility/Direction and Supervision

Responsible for ensuring an efficient and effective level of regulatory and related services for the designated area. Responsible for efficient and effective consultation and development of documentation and for the provision of high level, relevant and appropriate advice and expertise to the Manager, education and care and child care providers, clients and other groups.

Act as Authorised Officers under the Education and Care Services National Law Act (Tasmania) 2011 and the Child Care Act 2001.

The occupant is expected to operate with considerable autonomy in day-to-day matters but receives strategic direction and limited supervision from the Director. The occupant is expected to exercise considerable initiative and judgment.

Supervise and manage the performance of staff undertaking regulatory, project based and business support activities that support compliance and continuous improvement in the quality of education and care services and specified child care services provided to children.

It is the responsibility of the occupant to actively participate, promote and model behaviours which are consistent with the Department's commitment to the safety and wellbeing of children and young people. This includes the prevention, identification and reporting of child abuse and behaviours which are not consistent with the Department's values.

The occupant is responsible for complying with all Agency policies and procedures, including those relating to fraud and corruption control, record management, confidentiality, conduct and behaviour, mandatory reporting, education, training and assessment.

The Department has a range of delegations across the operational portfolio's which include Finance, People Services and Support (HR) and Facilities. The occupant is responsible for ascertaining the delegations that are assigned to these duties and is expected to exercise any applicable delegations prudently and in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements.

Primary Duties

1. Review recommendations from staff on applications for licences under the *Child Care Act (2001)* and for approvals under *the Education and Care Services National Law Act 2010* and investigate the more complex applications.
2. Monitor and assess education and care and child care services, including inspection of services and evaluation of services for compliance with gazetted standards under the *Child Care Act (2001)* and with the National Law and associated Regulations.
3. Investigate alleged contraventions of the relevant legislation and take appropriate compliance action.
4. Provide leadership, support and guidance to staff to ensure statewide consistency and national comparability in the National Quality Framework is achieved and that an efficient and timely service is provided. Lead and motivate others to gain cooperation in the achievement of conflicting priorities.

5. Provide high level public information relating to education and care and child care services, including professional advice and assistance to child care providers and other interested parties; and the provision of professional advice and expertise to the Manager, Department and other Government and related stakeholders on a day-to-day basis.
6. Participate, and at times lead, complex negotiations with education and care and child care services to develop processes that ensure the delivery of quality education and care services.
7. Undertake projects and prepare reports, briefings and high-level correspondence on issues relating to the Unit's activities and represent the Unit and the Department at meetings on matters relating to education and care and child care in Tasmania.
8. Prepare high level correspondence particularly relating to interstate and interagency queries including Ministerial and MINFO briefings, ensuring information is relevant, accurate and up to date, and liaise with the Ministerial Co-ordination Unit on other Ministerial requests.
9. Oversee the administration of the Grants Funding Program for the Unit including any review of criteria for distribution and assist in the development and monitoring of the Unit's budget and website.
10. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.
11. In accordance with the *Work Health and Safety Act 2012* the incumbent will actively participate in and contribute to the maintenance of safe working conditions and practices, including the development and implementation of improvement initiatives, safeguarding practices and all mandatory training requirements.

Selection Criteria

The following specific selection criteria must be addressed by candidates. The nominated position objective and duties contained in this statement of duties must also be used to assist in the interpretation of these selection criteria.

1. Demonstrated high level knowledge and understanding of the provision of education and care and child care in the community and at both state and national level, including a sound knowledge of the relevant legislation, together with a good knowledge of the operations of the Agency and of other Agencies providing services relevant to child care.
2. Proven high level strategic, conceptual, analytical and innovative skills, including the ability to understand the political, social and organisational environment and identify and document relevant issues and priorities and the demonstrated ability to make sound judgements and recommendations.
3. High level interpersonal skills including written and verbal communication, negotiation and conflict resolution skills, together with a demonstrated ability to develop collaborative relationships with other organisations, service providers and team members to facilitate the development of quality services.

4. Proven high level leadership and management skills, including the capacity to motivate and engage staff and lead and influence others to achieve results.
5. Demonstrated planning, project management and problem-solving skills, including an ability to efficiently manage complex tasks and human, physical, financial and information resources.
6. Demonstrated ability to provide input to the development of national policy and to develop documentation and to market and implement policies and procedures.
7. A demonstrated capacity to commit to the Department's values, with the ability to apply them through individual behaviours and actions.

Requirements

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed and the status of these may be checked at any time during employment. It is the employee's responsibility to advise the Department if there is any change to the status of a registration/licence. This includes notifying the Department of any new criminal charges or convictions and/or if a registration/licence is revoked, cancelled or has conditions applied.

Essential

- Current Tasmanian Registration to Work with Vulnerable People (Registration Status – Employment)

Desirable

- Early childhood and/or legal and/or regulatory compliance and/or other tertiary qualifications in a relevant field
- A current drivers' license

Working within the Department for Education, Children and Young People

Our values of **Connection, Courage, Growth, Respect, Responsibility** represent the foundation of our Department's culture and guide us in all that we do to ensure **Bright lives. Positive futures** for every child and young person in Tasmania.

We bring our values to life through our everyday behaviours and actions. We want to attract, recruit and retain people who uphold these values and are committed to building a strong values-based culture.

Our Department is committed to building inclusive workplaces and a workforce that reflects the diversity of the community we serve. We do this through a culture that ensures everyone is respected, and has equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and education, and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

We are committed to providing a safe workplace for all employees and have zero tolerance to all forms of violence, including child abuse and harm.

The Department is a smoke-free work environment, and smoking is prohibited in all State Government workplaces, including vehicles and vessels.

Employment within the Department is governed by the *State Service Act 2000*. All employees are responsible for ensuring that the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct are adhered to. All employees are expected to act ethically and with integrity in the undertaking of their duties. Employees who breach the code of conduct may have sanctions imposed.

The State Service Principles and Code of Conduct are contained in the *State Service Act 2000* and can be found on the State Service Management Office website at <http://www.dpac.tas.gov.au/divisions/ssmo> together with Employment Direction No. 2 *State Service Principles*. All employees must read these and ensure they understand their responsibilities.

All employees are expected to utilise information management systems in a responsible manner in line with the DECYP Condition of Use policy statement located at [Department for Education, Children And Young People: Information technology policies](#)

Commitment to Children and Young People

This is a Department built entirely for children, young people and their communities. Our ultimate goal is to work together to ensure that every child and young person in Tasmania is known, safe, well and learning. The child is at the centre of everything we do, and the way we do it.

The Department is committed to providing a culturally safe environment which upholds the safety and wellbeing of all children and young people in Tasmania. The Department's Safeguarding Framework, *Safe. Secure. Supported.* underpins this commitment.

All employees must demonstrate and model behaviours which value and respect children and young people, show a commitment to child safety and wellbeing, and display an understanding of the developmental needs of children and culturally safe practices relevant to their position.

APPROVED BY PSS DELEGATE: 964915 – Manager Recruitment and Employment – August 2013

Request: NS121 – July 2011, 24084, 44277, 60349, 496806, 7009458

Date Duties and Selection Criteria Last Reviewed: 08/13 VRH
