



**DIRECTOR, EDUCATION SERVICES**

**JOB & PERSON SPECIFICATION**

**OCTOBER 2021**



## Role Description

<p><b>Role Title:</b> Director, Education Services</p> <p><b>Class:</b> Exec A</p>	<p><b>Group:</b> Education Services</p> <p><b>Capability:</b> Architect</p>
<p><b>Reports to:</b> Deputy Chief Executive</p>	<p><b>Direct Reports:</b></p> <ul style="list-style-type: none"> <li>• Faculty Manager (x4)</li> <li>• Program Manager, VET and Recognition</li> <li>• Program Manager, Education Services Transformation</li> <li>• Education Consultant – Operations Transition (x2)</li> </ul>
<p><b>Role Purpose</b></p> <p>The Director, Education Services is responsible for the effective leadership and management of Education Services, enabling the objectives of the SACE Board of South Australia Strategic Plan 2021-2023 whose impact will see the SACE Board shape education so that students thrive.</p> <p>The Director, Education Services will lead and assume responsibility for the strategic development, recognition and implementation of curriculum, assessment and quality assurance. The role will drive strong strategic partnerships with schools to ensure maximum positive impact on students’ ability to thrive in a complex and dynamic education system.</p>	
<p><b>Key Results Area</b></p> <ol style="list-style-type: none"> <li>1. Lead the Education Services Group including inspiring a sense of purpose and achievement; translating strategy into priorities; change management; performance management and development; stakeholder management; innovation and continuous improvement; and enabling a high-performance culture focused on purpose and impact.</li> <li>2. Effective management of the strategic plan, strategic priorities, and organisational key performance indicators in the areas of curriculum development, review and accreditation, assessment, and quality assurance programs in senior secondary education; including curriculum and assessment support for Northern Territory and Asia.</li> <li>3. Lead the development, recognition and ongoing improvement of curricula that provides the learning entitlement of students through the SACE.</li> <li>4. Lead curriculum and assessment projects and change initiatives ensuring best practice and quality standards are effective in supporting the delivery of the strategic plan and its objectives.</li> <li>5. Lead effective knowledge management in relation to curriculum development, review and accreditation, assessment (both school and external assessment) and quality assurance programs in senior secondary education.</li> <li>6. Implement effective stakeholder management through influencing and negotiating key education outcomes in alignment with the SACE Board strategic plan and priorities.</li> <li>7. Develop solid partnerships across jurisdictions including at a national and international level that promotes innovation and best practice within education.</li> <li>8. Collaborate and network with the education community, senior management, and relevant parties to ensure consistency in application of strategy, understanding the impact across the agency and adherence to best practice.</li> <li>9. Role model the purpose and values of the agency and Public Sector and inspire commitment and cross-functional collaboration amongst colleagues and stakeholders.</li> </ol>	

<p><b>Qualifications</b></p> <p>An appropriate tertiary qualification in a relevant field such as education, management and/or training.</p>
<p><b>Corporate Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Keep accurate and complete records of business activities in accordance with the <i>State Records Act 1997</i>.</li> <li>• Maintaining a commitment to equal employment opportunity, inclusion and diversity, and work health and safety.</li> </ul>
<p><b>Special Conditions</b></p> <ul style="list-style-type: none"> <li>• Intrastate travel to regional and remote locations; international and interstate travel may be required.</li> <li>• Some out-of-hours work.</li> <li>• The incumbent works under the <i>SACE Board of South Australia Act 1983</i>.</li> <li>• Appointment is subject to a satisfactory clearance in accordance with the SACE Board policy.</li> </ul>
<p><b>Technical Capabilities</b></p> <p><b><i>Essential</i></b></p> <ul style="list-style-type: none"> <li>• Demonstrated ability to lead and manage transformational change with a focus on continuous improvement and innovation in an educational context.</li> <li>• Extensive experience in leading and managing teams of staff and building strategic partnerships at a system level to support the delivery of the agency's strategic plan, priorities and/or objectives.</li> <li>• Demonstrated experience and initiative in solving complex problems using creative and strategic thinking while strategically managing risks.</li> <li>• Proven experience in influencing and negotiating with executives and senior leaders by providing a convincing and balanced rationale on matters and identifying common ground to facilitate agreement and acceptance of solutions.</li> <li>• Extensive knowledge of the current principles, practices, procedures, and relevant legislation related to people, governance, change management, equal opportunity and health, safety, and wellbeing within a Government context.</li> <li>• Knowledge of senior secondary education.</li> <li>• An understanding and/or experience of curriculum development, review and accreditation, assessment, and quality assurance programs.</li> </ul>

**SACE Board Capability Framework (“The Framework”)**  
 The SACE Board Capability Framework spans across five (5) levels:

Foundation (ASO1-2)	Intermediate (ASO3-5)	Advanced (ASO6-7)	Expert (ASO8-MAS3)	Architect (Executive)
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This role is at an Architect level within the Framework. Candidates should refer to **Attachment One (1)** regarding capabilities and behavioural indicators required for this level.

<p><b>RESPECT</b></p> <p>Individuals demonstrate respect by managing their own performance, acting with integrity and self-awareness, valuing diverse thinking, and demonstrates a growth mind set through learning and development opportunities.</p> <p>At the higher level, this capability requires people to model ethical practice and embed behaviours we want to see in the agency. Sets challenging personal and organisational performance standards and pursues them with passion and energy.</p>	<p><b>CONNECT</b></p> <p>Individuals demonstrate capability through connecting to the customer -experience.</p> <p>At a higher level, customer-centric behaviours seek to leverage opportunities for cross-organisation and whole of sector collaboration for the benefits of the customer.</p>	<p><b>EXCEL</b></p> <p>Individuals excel in an accountable and solution focussed way, and actively seeks opportunity through change.</p> <p>At the higher level, this capability requires individuals establishing broad organisational objectives, using data to keep across changing organisational, and community needs, responding in an agile way when opportunity present to deliver better business outcomes or community benefits.</p>	<p><b>ENABLE</b></p> <p>Individuals demonstrate capability in core business functions to enable individual and operational performance for the benefit of the business.</p> <p>At the higher level, this capability requires people to build an effective, sustainable and high performing organisation through engaging and aligning human, financial and information resources to achieve strategic targets. Plans for future organisational needs to minimise risk and maximise opportunity.</p>	<p><b>LEAD</b></p> <p>Staff demonstrate capability by embracing change, encouraging self-reflection and works with a one team approach.</p> <p>By empowering leadership at all levels, we enable a high-performing, innovative, and future-focused organisation, capable of making a positive difference to all South Australians.</p>
<p><b>Shows drive, resilience and adaptability</b></p> <ul style="list-style-type: none"> <li>Creates a climate which supports openness, persistence and genuine debate around critical issues</li> <li>Provides sound exposition and argument for agreed positions while remaining open to valid suggestions for change</li> <li>Raises critical issues and makes tough decisions</li> <li>Responds to significant, complex and novel challenges with a high level of resilience and persistence.</li> </ul>	<p><b>Communicates effectively</b></p> <ul style="list-style-type: none"> <li>Articulates complex concepts and puts forward compelling arguments and rationales to all levels and types of audiences</li> <li>States the facts and explains their implications for the organisation and key stakeholders</li> <li>Promotes the SACE Board's position with authority and credibility cross-government, cross-jurisdictionally and outside of government</li> <li>Anticipates and addresses key areas of interest for the audience and adapts style under pressure.</li> </ul>	<p><b>Deliver results</b></p> <ul style="list-style-type: none"> <li>Creates a culture of achievement, fostering on-time and on-budget quality outcomes in the organisation</li> <li>Establishes systems to ensure all staff are able to identify direct connections between their effort and organisational outcomes</li> <li>Identifies and removes potential barriers or hurdles to ongoing and long-term achievement of outcomes</li> <li>Initiates and communicates high level priorities for the organisation to achieve government outcomes.</li> </ul>	<p><b>Project Management Savvy</b></p> <ul style="list-style-type: none"> <li>Implements effective governance processes for acceptance of projects based on sound business cases</li> <li>Uses historical, political and broader context to inform project directions and mitigate risk</li> <li>Ensures that project risks are managed effectively, and appropriate strategies are in place to respond to variances</li> <li>Implements systems for monitoring and evaluating effective management, expenditure of project budgets and resources, to achieve organisational goals.</li> </ul>	<p><b>Leads People</b></p> <ul style="list-style-type: none"> <li>Adopts a sector leadership role, working collaboratively with partners to translate the strategy into meaningful action</li> <li>Models and drives purposeful partnerships with leaders of relevant internal and external stakeholder groups, including Ministers and their staff</li> <li>Inspires curiosity and passion for life-long learning by actively seeking feedback, setting development objectives and communicating openly about experiences</li> <li>Seizes opportunities to represent the sector and gain exposure to new environments, perspectives and ways of working.</li> </ul>
<p><b>Acts with integrity</b></p> <ul style="list-style-type: none"> <li>Champions and act as an advocate for the highest standards of ethical and professional behaviour</li> <li>Drives a culture of integrity and professionalism across the organisation, and in dealings cross-government, cross-jurisdiction and outside of government</li> <li>Defines, communicates and evaluates ethical practices, standards and systems and reinforces their use</li> <li>Creates and promotes a climate in which staff feel able to report apparent breaches of rules, policies and guidelines and acts promptly and visibly in response.</li> </ul>	<p><b>Customer Centric</b></p> <ul style="list-style-type: none"> <li>Creates a culture which embraces high quality customer service across the organisation, ensuring that management systems and processes drive service delivery outcomes</li> <li>Engages and negotiates with stakeholders on strategic issues related to government policy, standards of customer service and accessibility, and provides expert, influential advice</li> <li>Ensures that responsiveness to customer needs is central to the SACE Board's strategic planning processes</li> <li>Sets overall performance standards for service delivery.</li> </ul>	<p><b>Be agile</b></p> <ul style="list-style-type: none"> <li>Establishes broad organisational objectives, ensures that these are the focus for all planning activities and communications to staff</li> <li>Understands the organisation's current and potential future role within government and the community, and plans appropriately</li> <li>Ensures effective governance frameworks and guidance enable high quality strategic, corporate, business and operational planning</li> <li>Considers emerging trends, identifies long-term opportunities and aligns organisational requirements with desired whole-of-government outcomes.</li> </ul>	<p><b>Leverages Technology, Information and Data</b></p> <ul style="list-style-type: none"> <li>Encourages research and expert advice on the application of emerging technologies to achieve organisational outcomes</li> <li>Ensures that effective governance frameworks are in place to enable efficient and effective application of information and communication technology within the organisation</li> <li>Critically assesses business cases supporting the introduction of technology solutions to improve the efficiency and effectiveness of the organisation</li> <li>Draws on data forecasts and works closely with partners to identify and predict the global factors that may impact strategy realisation.</li> </ul>	<p><b>Inspires a sense of purpose and direction</b></p> <ul style="list-style-type: none"> <li>Integrates government and organisational priorities and values, and the voice of the community to develop and articulate a compelling vision that provides clear direction for the sector's future</li> <li>Cascades a vision through clear and authentic communication to inspire collective ownership of government priorities</li> <li>Achieves visibility across the system, appropriately promoting the organisation's position and greater system impact</li> <li>Builds community and system engagement by recognising and celebrating outcomes.</li> </ul>
<p><b>Manages self</b></p> <ul style="list-style-type: none"> <li>Promotes and models the value of self-improvement and is proactive in seeking opportunities for growth</li> <li>Actively seeks, reflects and integrates feedback to enhance own performance</li> <li>Manages challenging, ambiguous and complex issues calmly and logically</li> <li>Model initiative and decisiveness</li> </ul>	<p><b>Work in Partnership</b></p> <ul style="list-style-type: none"> <li>Establishes a culture and supporting systems that facilitate information sharing, communication and learning across the sector</li> <li>Publicly celebrates the successful outcomes of collaboration</li> <li>Seeks out and facilitates opportunities to engage and collaborates with stakeholders to develop organisational, whole-of-government and cross-jurisdictional solutions</li> <li>Identifies and overcomes barriers to collaboration with internal and external stakeholders.</li> </ul>	<p><b>Be accountable</b></p> <ul style="list-style-type: none"> <li>Promotes a culture of accountability with clear line of sight to government goals</li> <li>Inspires a culture which respects the obligation to manage public monies and other resources responsibly and with probity</li> <li>Ensures that legislative and regulatory frameworks are applied consistently and effectively across the organisation</li> <li>Directs the development of short- and long-term risk management frameworks to ensure the achievement of government aims and objectives.</li> </ul>	<p><b>Ensures ROI</b></p> <ul style="list-style-type: none"> <li>Applies strategic management of financial and budgetary compliance and governance responsibilities within the organisation</li> <li>Anticipates operational and capital needs, and identifies the most appropriate financing and funding strategies to meet them, through direct provision or purchase of services</li> <li>Establishes effective governance to ensure the ethical and honest use of financial resources across the organisation</li> <li>Actively pursues financial risk minimisation strategies, plans and outcomes for the organisation</li> <li>Creates a commercial culture, fostering on-time and on-budget quality outcomes in the organisation.</li> </ul>	<p><b>Optimises business outcomes</b></p> <ul style="list-style-type: none"> <li>Anticipates concerns and strategically positions the organisation's view on issues to achieve system outcomes</li> <li>Steers cross-sector and cross-government collaborations to build strong and enduring alliances for joint delivery of community outcomes</li> <li>Communicates the consequences of public policy on the organisation and community, and engages in high level critical thinking to identify the links and implications between complex issues</li> <li>Role models impartiality and inspires a culture that respects and appreciates policy frameworks and governance.</li> </ul>
<p><b>Values every individual</b></p> <ul style="list-style-type: none"> <li>Creates and drive a culture where all staff value diversity of people, experiences and backgrounds</li> <li>Develops and promote integrated workplace diversity principles across the organisation</li> <li>Champions the business benefits generated by workforce diversity.</li> </ul>	<p><b>Influence and negotiate</b></p> <ul style="list-style-type: none"> <li>Engages in a range of approaches to generate solutions, seeking expert inputs and advice to inform negotiating strategy</li> <li>Determines and communicates the organisation's position and bargaining strategy</li> <li>Represents the organisation in critical negotiations, including those that are cross-jurisdictional, achieving effective solutions in challenging relationships, ambiguous and conflicting positions</li> <li>Identifies contentious issues, directs discussion and debate, and steers parties towards an effective resolution.</li> </ul>	<p><b>Solves problems and innovates</b></p> <ul style="list-style-type: none"> <li>Drives collective executive accountability for planning and decisions that deliver innovative, sustainable outcomes</li> <li>Establishes and promotes a culture which encourages initiative and emphasises the value of continuous improvement</li> <li>Engages in high-level critical analysis of a wide range of complex information and formulates effective responses to critical policy issues</li> <li>Applies lateral thinking and develops innovative solutions that have long standing, organisation and community wide impact.</li> </ul>	<p><b>Ensures Governance &amp; Compliance</b></p> <ul style="list-style-type: none"> <li>Ensures that whole-of-government approaches to procurement and contract management are integrated into the organisation's policies and practices</li> <li>Ensures that effective governance processes are in place for the SACE Board's policies, processes and outcomes reviews and audits that support continuous improvement</li> <li>Monitors and evaluates both compliance and effectiveness of adherence to policies and procedures across the organisation.</li> </ul>	<p><b>Leads change</b></p> <ul style="list-style-type: none"> <li>Builds and mobilises cross-sector collaborations to prototype and test innovative solutions</li> <li>Fosters innovation through the exchange of ideas and perspectives</li> <li>Fosters the spirit of optimism through periods of widespread change, driving a focus on outcomes</li> <li>Sponsors considered change agendas and works collaboratively with others to build system readiness for emerging opportunities.</li> </ul>



## HOW TO APPLY

Applications should be addressed to Justin Hinora. Please visit [henderconsulting.com.au](http://henderconsulting.com.au) to apply.

For a confidential discussion, please call Justin or Hannah Way on (08) 8100 8827.

### **Please Note**

Your application will be automatically acknowledged by a return email.