



EXECUTIVE LEADER REGULATION

JOB & PERSON SPECIFICATION

MAY 2025

Position Description

TITLE	Executive Leader Regulation			
BUSINESS GROUP	Regulation			
REPORTS TO	Chief Executive Officer			
GRADE	Senior Officer			
DIRECT REPORTS	5			
BUDGET	Staff:	65	Operations:	\$10m+
ORGANISATION CONTEXT				
<p>At ReturnToWorkSA, our purpose is to empower and support South Australians impacted by work injury.</p> <p>Our services and those delivered by our claims agents are designed to provide early intervention support to workers and employers following a work injury to ensure the worker can recover and return to work as quickly as possible. We manage the collection of premium payments from registered employers and our invested funds to ensure we maintain a viable financial position that enables the delivery of quality support and services to injured workers.</p> <p>In addition, we are the regulator of the Return to Work Scheme and play the key role of protecting the integrity and fairness of the Scheme by monitoring and enforcing compliance with the Act and providing education and support about the health benefits of work.</p>				
OUR VALUES				
<p>We are passionate about empowering and supporting South Australians impacted by work injury and are values driven in our actions. We are looking for team members who genuinely align with our values of: We care about people and sustainability, We are inclusive and innovative, We listen to understand and We own our actions.</p>				
PRIMARY OBJECTIVE				
<p>The Executive Leader Regulation is responsible for leading a multi-disciplinary team that implements RTWSA's role as the regulator of the South Australian work injury insurance Scheme. This role ensures compliance with legislation, fosters stakeholder engagement and promotes continuous improvement across our regulatory operations.</p> <p>RTWSA's objective is to increase compliance and promote the achievement of the Objects of the Return to Work Act 2014 and Regulations. This includes educating and informing employers of their obligations, as well as enforcement.</p>				
KEY ACCOUNTABILITIES				
Key accountabilities	Activities and outcomes sought			

As a Leader	<p>As a leader within the business, in everyday interactions and when under pressure we expect our leaders will engender respect, confidence, openness and trust by demonstrating that they are:</p> <ul style="list-style-type: none"> • calm under pressure • diplomatic • considerate • supportive of others • dependable, driven and self-confident • focus on maintaining and creating new relationships • humble and not focused on prestige.
Leadership and operational management	<ul style="list-style-type: none"> ▪ Work collaboratively with the Executive Leadership team to support the achievement of strategic and business plan objectives ▪ Promote a culture of collaboration and cooperation across the organisation ▪ Manage a substantial budget responsibly, ensuring sustainability and compliance with financial standards ▪ Articulate clear links between ReturnToWorkSA's goals and strategy and provide meaning and purpose for business group members ▪ Monitor regulation related trends, exceptions and opportunities to ensure decisive evidence-based action is taken to mitigate risks and minimise scheme liabilities ▪ Regularly review individual and collective performance ▪ Lead the Regulation function to achieve Corporate and Scheme outcomes ▪ Foster a one-team culture characterised by diversity, inclusion, respect, fairness, listening and personal accountability ▪ Ensure a capability development plan is in place that enables the achievement of our purpose and Regulation goals.
Provide strategic leadership	<ul style="list-style-type: none"> ▪ Provide expert advice to the Board, CEO and Executive Leadership Team on regulatory matters ▪ Contribute to the organisational strategy by providing expert insights on regulatory trends, legislative changes and industry risks ▪ Contribute to organisational initiatives that align regulatory outcomes with broader Scheme goals, such as injury prevention, timely return-to-work and claims efficiency ▪ Nurture an inclusive and values-driven culture that supports both business success and individual well-being.
Regulate self-insured and registered employers to ensure compliance with their legislative obligations	<ul style="list-style-type: none"> • Monitor and provide input into the effective operations of the registered scheme • Measure and analyse the performance of the registered and self-insured parts of the Scheme to identify trends and manage risks • Monitor, and report on, the performance and compliance of self-insured employers against their financial, WHS and injury management system requirements • Review all applications for self-insured status and provide relevant information to the Board to support assessment of each application • Determine self-insured fees for recommendation to the Board

	<ul style="list-style-type: none"> Investigate and resolve complaints Regulate and enforce compliance with legislative obligations including the provision of suitable employment and the investigation and prosecution of fraud and dishonesty offences by workers, employers or service providers.
Regulate provider fees and license providers	<ul style="list-style-type: none"> Ensure consistent and high-quality services at fair and reasonable cost to support workers in recovering and returning to work Approve and/or accredit Scheme providers Regulate Scheme providers Identify new service opportunities and source providers for these.
Protect scheme integrity and scheme boundaries	<ul style="list-style-type: none"> Manage and monitor the Minister's Accreditation Scheme for Permanent Impairment Assessors Periodically review and refine the assessment guidelines Educate Scheme participants (providers, provider associations, workers, unions, self-insured and registered employers, employer associations) about the health benefits of work and their legislative obligations under the RTW Act. Achieved through a mixture of education and support activities).
Stakeholder Engagement	<ul style="list-style-type: none"> Extensive and demonstrated expertise in high-level stakeholder management, fostering strategic relationships with executive leadership, board members, Government, industry representatives, employer groups, unions and other key external partners to align organisational goals, drive decision making and ensure stakeholder engagement Skilled in navigating complex political environment, and delivering clear and impactful communication that builds trust and facilitates long-term collaboration Represent the organisation in high-level discussions, inquiries and inter agency collaborations Manage the relationship and provide services to the Minister, Government of South Australia as Scheme owner Provide oversight and leadership to the Mining and Quarry Occupational Health and Safety Committee (MAQOHSC).
KNOWLEDGE AND EXPERIENCE	Demonstrated by
Management and Technical Knowledge and Experience	<ul style="list-style-type: none"> Relevant tertiary qualification and experience in a regulatory, legal or compliance role within the workers' compensation or insurance sector Proven leadership experience managing complex regulatory frameworks and high-level stakeholder engagement Post graduate qualifications in management are desirable Experience in leading a multi-disciplinary portfolio at Executive level, with a track record for effectively managing specialist function managers and integrating teams Deep understanding of workers compensation legislation, regulatory enforcement and relevant law Strategic thinker with excellent decision making, negotiation and communication skills

	<ul style="list-style-type: none"> • Strong organisational and change management skills, with the ability to lead reform and navigate political and operational complexity • Strong political and business acumen • The capacity to identify and control risks to the organisation that fall within the realm of scheme regulation • Proven ability to work constructively with, and provide high level advice and recommendations to a CEO, Board and key government stakeholders • Demonstrated ability to build, maintain and leverage key external relationships, including strong communication, negotiation and influencing skills.
VALUES	Demonstrated by
We are about people and sustainability	<ul style="list-style-type: none"> • Lead, Develop and Care for Self and Others • Build Meaningful Connections
We are inclusive and innovative	<ul style="list-style-type: none"> • Seeking and valuing different perspectives • Learning mindset
We listen to understand	<ul style="list-style-type: none"> • Clear communication • Business insights • Customer focus
We own our actions	<ul style="list-style-type: none"> • Ethical Decision Making • Driving for Results & Performance • Providing Clear Direction & Alignment to Strategy • Planning and Organising • Accountability

DECISION MAKING REQUIRED FOR THIS ROLE***Independently***

- Ensure prudent investigation and fraud management processes and practices are in place
- Ensures effective business group governance and methods of operation
- Manages prescribed financial decisions
- Manages resources

With input

- Collaborates with ELT members and ensures prudent Scheme management
- Ensure sound stakeholder management practices via providing the CEO, ELT or Board with evidence based data and recommendations
- Ensure subject matter experts provide evidence-based recommendations to inform the CEO, ELT or Board on Regulatory authority decisions

Recommends

- Recommends, in response to requests for input or feedback on scheme initiatives, policy or proposed legislative changes for the Government to consider from time to time
- Prepares and provides Government with the costings related to suggested legislative change
- Proposes improvements to Regulator activities and processes
- Recommends legislative improvements to ELT and Government

KEY COMMUNICATIONS***Internal***

- Present to and collaborate with Executives, Board and all staff

External

- Collaborate with, influence and or negotiate with Minister, Government bodies, industry representatives, employer groups, unions and community organisations

SPECIAL REQUIREMENTS / CONDITIONS

- Qualification verification required
- National police check
- Credit history and bankruptcy
- OCPSE Eligibility for re-employment



**We care about
people and
sustainability**



**We are inclusive
and innovative**



**We listen to
understand**



**We own
our actions**



HOW TO APPLY

Applications including a cover letter and CV should be addressed to Andrew Reed and Bernie Dyer.
Please visit henderconsulting.com.au to apply.

For a confidential discussion, please call (08) 8100 8827.

Please Note

Your application will be automatically acknowledged by a return email.