



**Education
Standards
Board**



JOB AND PERSON SPECIFICATION

ROLE TITLE	Senior Intake and Assessment Officer		
CLASSIFICATION	ASO4	Position No.	Various
TEAM	Intake and Assessment		
TYPE OF APPOINTMENT	Term		
QUALIFICATIONS			
Nil			
OUR VISION			
Making a positive difference to the lives of South Australian children and young people by ensuring they have access to high-quality education and early childhood services.			
OUR VALUES			
The Education Standards Board will uphold public sector values through its decisions, actions and interactions. In addition, we are committed to our values:			
- Honesty & integrity: We are consistent and fair in our actions to encourage openness and transparency - Professionalism: We have a culture that strives for excellence and aims to improve productivity - Sustainability: We respond to change and proactively improve - Collaboration & engagement: We collaborate in our work practices - Accountability: We make decisions that comply with legislation, are ethical and are consistent with approved policy and procedure.			
CONTEXT			
The <i>Education and Early Childhood Services (Registration and Standards) Act, 2011 (Act)</i> established our Statutory Authority called the Education Standards Board. The Act and associated legislation shape South Australia’s approach to the registration and regulation of education and care services from early childhood to senior schooling.			
ROLE PURPOSE			
The Senior Intake and Assessment Officer validates, assesses and prepares risk-based recommendations relating to a wide range of applications, maintains the National Quality Agenda IT System and ensures that appropriate, accurate and complete records are maintained. The Senior Intake and Assessment Officer is also responsible for responding to, assessing and triaging complaints or notifications of incidents.			
REPORTING / WORKING RELATIONSHIPS			
- Reports to: Team Leader, Intake and Assessment - Direct Reports: Nil - Liaises with a range of internal and external stakeholders including ESB staff, regulated parties, parents/caregivers and other government agencies.			
SECTION A:	RESULTS TO BE ACHIEVED		

• Provide an effective, client focussed service as a primary point of contact for all enquiries to the ESB. • Assist regulated parties and stakeholders by providing accurate and timely information in response to enquiries, including efficiently referring more complex application or case specific enquiries to the appropriate officer.	
• Validate and assess a wide range of applications, notifications and requests including engaging with applicants to ensure prescribed requirements are met including preparing risk-based recommendations to the delegate. • Work collaboratively with Regulatory Officers, Compliance Officers and Investigators on applications which require involvement of an Authorised Officer (as defined by the Act). • Triage incident notifications made by Early Childhood Services and make risk-based recommendations and determinations for their management in accordance with case assessment procedures. • Process, record and triage complaints regarding approved providers and services. • Conduct, prepare and monitor a range of communications and correspondence (letters, notices, emails, and telephone calls) and adhere to timeframes, guidelines and instruction/direction. • Maintain and administer timely and accurate records including the electronic closure of records on internal and external systems and the filing of notifications in line with organisational policies and procedures and <i>State Records Act 1997</i> requirements. • Actively contribute to, and undertake minor projects relating to, the continuous improvement of processes, procedures, practices and work instructions to enhance efficiency and effectiveness of the Intake and Assessment function. • Provide support and assistance as required within the ESB. • Work collaboratively to develop effective working relationships with peers, staff and stakeholders in order to deliver quality and timely communications and services.	
SPECIFIC REQUIREMENTS	
• The successful applicant will be required to satisfactorily complete a Department of Human Services Working with Children Check and National Police Certificate prior to being employed and regularly as required. • Some out-of-hours work, and current driver's license may be required. • Flexible working arrangements are available for this position. Uniform may be required. • Annual performance agreement for the achievement of specific service or program outcomes. • Compliance with Government legislation, Code of Ethics for the SA Public Sector, <i>State Records Act 1997</i>, ESB policies and procedures, including ethical / accountable resources and information management, WHS and injury management, risk management, and the access / equity /diversity strategies of the public sector. • The incumbent will be required to maintain a safe working environment by adopting appropriate hazard management practices consistent with the role.	
SECTION B:	SELECTION CRITERIA
TECHNICAL EXPERTISE	
• Well-developed experience, and sound knowledge of government practices relating to, providing comprehensive records management services including using, monitoring and maintenance of a range of information management systems. • Experience in assessing a range of information and applying an understanding of risk assessment processes, particularly within a regulatory environment to make recommendations. • Successful experience in working with computer-based systems, including word processing, spreadsheets, databases and customer relationship management systems.	
PERSONAL ABILITIES	

• Demonstrated ability to work under limited direction, operate effectively within a team, undertake a range of tasks, exercise initiative and judgement where procedures are not clearly defined, determine priorities, meet tight deadlines and produce high standard work under pressure. • Demonstrated ability to build rapport with stakeholders and colleagues with the purpose of improving efficiency levels and customer service. • Demonstrated ability to keep accurate and complete records in accordance with relevant records management policies and procedures as well as the <i>State Records Act 1997</i>.		
• Ability to model ethical behaviour and practices consistent with the Public Sector Code of Ethics, the Board's stated values and the various policies and procedures.		
EXPERIENCE • Successful experience in providing effective customer contact in person, by telephone and email and handling difficult enquiries under a variety of conditions in a helpful, responsive and professional manner. • Experience in providing a range of administrative support functions, including providing professional and succinct correspondence, undertaking timely and accurate data entry and effectively using a range of computer software packages. • Experience in reviewing a range of information against established criteria to prepare well-considered recommendations and reports and contribute to continuous improvement initiatives.		
SECTION C:	DESIRABLE SELECTION CRITERIA	
• Experience working in a regulatory environment. • Understanding of the role of the ESB as a statutory authority of the state of South Australia.		
SECTION D:	DELEGATE APPROVAL	
APPROVED BY: Kerry Leaver	DATE: 3 May 2024	SIGNATURE: 

The ESB Regulatory Capability Framework (RCF) outlines the regulatory skills, knowledge and behaviours that regulatory staff need to effectively regulate the early childhood sector in South Australia.

A regulatory capability framework is an invaluable tool for ensuring the continuous improvement and growth of regulatory staff in the ESB, enabling them to improve their existing capabilities and/or develop new ones.

All regulatory officers are encouraged to use the Regulatory Capability Framework to guide their performance development planning (PDP) and enable focused, productive PDP conversations with their managers.

The table below outlines the key capabilities.

SECTION E:	REGULATORY CAPABILITY FRAMEWORK		
Regulatory Decision-making	- Effectively regulates the provision of education and care services to children and young people following the legislation and ESB policies and procedures. - Effectively applies the legislation to achieve the desired regulatory outcomes. - Gathers and manages evidence so that it can be used to prove the circumstances of the event. - Continuously seeks to create improvements – to own practice, the team, and organisational processes.		
Risk-based Regulation	- Manages regulatory risks proportionately and maintains essential safeguards while minimising regulatory burden. - Plans and prioritises work activities based on regulatory risk and ESB policies and procedures.		
Regulatory Communication and Engagement	- Understands the stakeholder and proactively considers the different needs and interests of these stakeholders. - Communicates effectively with regulated parties using a range of communication strategies to achieve positive regulatory outcomes. - Provides leadership to influence compliance and lead change in the regulated community. - Behaves ethically and professionally and upholds and promotes the ESB and the South Australian Public Sector Values and Behaviours Framework.		
Data Intelligence and Information	Manage and share information according to the legislation and following ESB policies and procedures.		
Monitoring Compliance	- Keeps contemporaneous notes and uses them to give evidence in court (tribunal or other contested hearing), prepare statements and compile reports, including incident reports. - Implements and monitors Work Health Safety (WHS) policies, procedures and programs in the office and out in the field.		
Acknowledged by occupant	 (Print name)	 (Signature)	 (Date)