

POSITION DESCRIPTION

Director Examinations

Application Process:

To apply for the position please provide your resume and a covering letter outlining your expertise and interest in this opportunity by no later than

Sunday 22nd May 2022..

Applications can be sent to applications@cantlie.com.au

Note: you will receive an application acknowledgement within 24hour of submission.

For further information contact:

Keith Cantlie, Principal, Cantlie Recruitment & HR Solutions

Phone: 02 6239 7755 **Email:** keith@cantlie.com.au

Position Description

Job Information

Position Title	Director Examinations
Business Unit	Professional Services
Type of Employment	Full Time
Reports To	Deputy Chief Executive Officer
Responsible For	Examinations team

Job Summary

The Director Examinations is responsible for leading the continued transformation journey and expert delivery of high-quality examination services aligned with the Australian Pharmacy Council's Strategic Directions. This role will suit a highly motivated leader with intellectual curiosity and a keen interest in examinations who can inspire and lead a skilled and capable team.

Key Areas of Responsibility

Leadership and Management

- Lead and support the Examinations team to align with APCs strategic directions
- Apply the APC Leadership competencies of strategy, leading with influence and empathy, empowering success and accountability and results oriented.
- Work collaboratively to model APC values and ensure all team members are well supported

Managing Examinations

- Lead the development and delivery of all APC examinations
- Develop and manage a range of projects to continually address the quality of our examinations and the experience of examination candidates
- Work closely with the Executive to develop new markets for APC examinations.
- Ensure respectful engagement with and support to a variety of subject matter experts who are integral to the development of our examinations

Learning Support

- Develop and support candidate learning materials that assist candidate examination preparation
- Manage resource development, curation and delivery of materials that do not detract from examination quality or content, however support candidates in preparing for our examinations
- Deliver a financially sustainable service that also reduces potential for other providers to compromise the efficacy of our examination products.

Innovation

- Develop and lead APC's adoption of contemporary assessment, tools, policies and procedures.
- Maintain currency of knowledge of contemporary examination and assessment methodology.
- Manage and lead research and innovation projects in line with APC's strategic objectives.

Stakeholder Engagement

- Take responsibility for ensuring the Examinations Committee and other working groups are conducted in accordance with the relevant Committee By-Laws and Terms of Reference.

- Foster, develop and maintain collaborative relationships with relevant stakeholders in examinations and assessments
- Forge and cultivate relationships with external consultants and contributors including pharmacists and other subject matter experts
- Assist stakeholders with complex examination enquiries and compliance requirements
- Effectively represent APC in public and stakeholder forums

Skills/Experience/Qualifications

Minimum

- Tertiary qualifications in relevant field (eg. Management, Health, Education, Pharmacy).
- Demonstrated experience in leading a similar or related capability
- Demonstrated leadership and management capability
- Experience in Quality Management and Project management skills of a high order
- Capacity to adapt to change, act as a responsible change agent and engage in complex problem solving
- Strong ability in implementing and managing quality improvements.

Relevant Competencies

Competency	Definition	Behaviours
Communication	Takes the initiative to communicate accurate, up-to-date plans and information. Expresses thoughts clearly, both verbally and in writing. Listens and understands the views of others.	<ul style="list-style-type: none"> • Writes in a concise and organised manner • Writes results clearly and grammatically, using the APC Language style guide • Is knowledgeable and confident in communicating information • Shares information with others to help them perform their jobs and seeks information from others • Is sensitive to the communication levels required by different audiences • Listens actively and speaks clearly and directly • Informs others early if barriers arise that may impede ability to meet deadlines
Time Management	Manages responsibilities in a timely and efficient manner.	<ul style="list-style-type: none"> • Effectively plans and manages time to maximise performance outcomes • Appreciates and respects time of others, their time investment and does not impose unrealistic expectations of others • Allocates time to planning, creativity and mapping out tasks • Completes work in a timely, consistent manner
Effective Relationships and Engagement	Forges productive, cooperative relationships. Understands and responds to others' needs and priorities.	<ul style="list-style-type: none"> • Resolves conflict with empathy and shared ownership of outcomes • Gives and seeks feedback that will increase the productivity of relationships • Recognises strengths and limitations of self and seeks assistance when needed • Recognises strengths and limitations of others and works to maintain and enhance the self-esteem of others
Cultural Awareness	Understands and promotes our path to reconciliation	<ul style="list-style-type: none"> • Actively and respectfully supports our Reconciliation Action Plan (RAP) • Actively seeks to further knowledge and understanding of cultural and social determinants • Supports a culturally aware workplace in which Aboriginal and Torres Strait Islander people feel safe

Competency	Definition	Behaviours
Diversity and Inclusion	Recognises and values diversity of people, ideas and cultures.	<ul style="list-style-type: none"> Respects, values and accommodate the different needs and views of others Calls out workforce bias, racism, bullying or harassment. Provides opportunities for differing views to be heard and respected Actively identifies and understands the impact of cognitive bias and seeks ways to address where possible
Quality & Professionalism	Maintains high work standards and takes personal responsibility	<ul style="list-style-type: none"> Maintains high standards despite pressing deadlines Takes ownership and corrects own errors Produces accurate, thorough, professional work Is committed to doing the best job possible Keeps commitments and promises

APC Leadership Competencies		
Whole of APC Leadership	Ensures that APCs best interests are upheld	<ul style="list-style-type: none"> Work with the Executive to develop and implement APC strategic directions and quality improvements Ensure that actions of you and your team model APC values Lead teams that are focussed on the best interests of APC in delivery of team objectives Motivate others to work together toward common objectives Develop and communicates a vision of challenging goals, growth and progress
Leads with influence and empathy	The capacity to achieve outcomes with empathy and understanding.	<ul style="list-style-type: none"> Establish and maintain the confidence of the Executive and key stakeholders Effectively listen to understand the dilemmas and challenges of being in a leadership position Lead your team in a collaborative manner to inspire maximum performance to deliver on team objectives.
Empowers individuals to succeed	Engenders a supporting environment for team members to succeed	<ul style="list-style-type: none"> Provide high quality, regular support and supervision of staff reporting to the position Promote individuals to further their knowledge and support their professional development Provide mentoring and support to allow individuals to realise their potential Provide constructive and honest feedback to individuals regularly and follow up on commitments made
Accountable and results focussed	Takes responsibility for delivery of outcomes	<ul style="list-style-type: none"> Foster a culture of administrative efficiency, accuracy and continuous improvement in your team Develop and monitor your Business Unit Plan Take responsibility for delivery of your team's objectives and goals
Strategic vision	Sees the big, long-range picture.	<ul style="list-style-type: none"> See where current trends will lead, and how they may influence APC's direction. Foresee opportunities that will come and go. Form and articulate a clear picture of the future APC should strive for. Articulate why that future is important and how current decisions make or break the chance to reach it. Use a global perspective to reliably forecast future needs and devise plans to implement them. Analyse options and decisions based on long-term payoffs or outcomes. Translate the vision for a program into clear strategies

Functional (Job Specific) Competencies

Stakeholder Management	The ability to demonstrate concern for satisfying external and/or internal stakeholders	<ul style="list-style-type: none"> • Quickly and effectively solves stakeholder problems • Engages with stakeholders (internal and external) to truly understand their needs and how we can support them • Responds in a timely manner to requests, both internally and externally • Let's stakeholders know he/she is willing to work with them to meet their needs • Finds ways to measure and track stakeholder satisfaction • Presents a cheerful, positive manner with stakeholders • Engages professionally and respectfully
Responsiveness to Requests	Maintains APC reputation as a responsive organisation	<ul style="list-style-type: none"> • Responds to requests for service in a timely and thorough manner • Does what is necessary to ensure customer satisfaction • Prioritizes both team and customer needs • Follows up to evaluate customer satisfaction.
Problem Solving	Identifies and defines problems through the gathering of relevant information leading to the development of alternative solutions	<ul style="list-style-type: none"> • Identifies the existence and cause of a problem • Brainstorms potential solutions • Identifies conditions that solutions must meet • Evaluates alternative courses of action and risks • Identifies key people involved in evaluating solutions to the problem. • Implements solutions and evaluates results
Technical Expertise	The ability to demonstrate depth of knowledge and skill in a technical area	<ul style="list-style-type: none"> • Effectively applies technical knowledge to solve a range of problems • Possesses an in-depth knowledge and skills in a technical area • Develops technical solutions to highly complex problems that cannot be solved using existing methods or approaches • Is sought out as an expert to provide advice or solutions in technical areas • Keeps informed about technology in their technical area of expertise
Judgement	Makes sound decisions while considering alternatives	<ul style="list-style-type: none"> • Weighs alternative courses of action and makes decisions that reflect factual information and are based on rational and logical assumptions that take organisation resources into consideration. • Considers impact in other areas of the organisation • Weighs alternatives and considers practical solutions • Reviews decision to see if it satisfies long-range plans

Document Control

Version Number	1.2
Future Review Date	TBA

History

Date	Version	Title	Notes
Feb 2021	1.0	Director Examinations	Created
Apr 2022	1.2	Director Examinations	Adjusted for Recruitment