

POSITION TITLE	Senior Advisor, Regulatory Program Design & Experience
POSITION TERM	Ongoing
FUNCTION / DEPARTMENT	Advisory
REPORTING MANAGER	Director, Regulatory Practice
No. DIRECT REPORTS	0
LOCATION	Melbourne, Sydney, Brisbane or Canberra
APPROVED BY	Executive Director, Advisory
APPROVAL DATE	November 2024

ABOUT ANZSOG

The Australia and New Zealand School of Government (ANZSOG) was established by governments and a group of universities to serve governments and public services in Australia and Aotearoa New Zealand. Its members are the national governments of Australia and Aotearoa New Zealand, all Australian States and Territories, and leading Australian and Aotearoa New Zealand universities.

ANZSOG delivers learning and development programs, accredited and non-accredited (customised and open-to-market professional learning), research and associated advisory services to build capability in and support effective ethical public governance, administration and public policy. It brings together academic and practitioner experts from across our member governments and around the world to respond to current government and public sector learning and development needs and anticipate and address future government and public sector challenges.

ABOUT THE NATIONAL REGULATORS COMMUNITY OF PRACTICE (NRCoP)

The NRCoP is an active network of public sector regulators from all levels of government in Australia and Aotearoa New Zealand and from every regulatory sector, professional background, role and level of seniority, who are keen to learn from and with each other.

Its objectives are to support participants and agencies to become more professional and capable regulators and to promote the public value and importance of regulation as a key task of government and thereby, to deliver better citizen outcomes.

As at April 2024, the NRCoP has more than 7000 members and offers a range of online and in-person learning, dedicated webpages with recordings and resources, a LinkedIn group, a Regulation Policy and Program resource collection and monthly newsletter in partnership with the free Analysis and Policy Observatory (APO) site, and active chapters in every jurisdiction in Australia. In partnership with ANU, NRCoP runs [The Professional Regulator](#) program providing professional development for regulators.

The NRCoP is auspiced by ANZSOG and overseen by a volunteer National Steering Committee. It has a corporate membership model and is financially supported by over 100 government departments and regulatory agencies across Australia.

ABOUT THE POSITION

The Senior Advisor, Regulatory Program Design & Experience supports a range of innovative activities designed to engage and connect regulatory practitioners and support ANZSOG's owner governments solve a range of contemporary, complex and challenging issues in regulation.

The Senior Advisor, Regulatory Program Design & Experience is responsible for the design and develop the annual NRCoP program, ensuring it addresses the needs of the regulatory community, including providing opportunities to provide thought leadership, and access contemporary concepts and development experiences. The role aims to continually address current needs and provide quality, impactful experiences, undertaking research, consultation and evaluation to inform ongoing program design within the scope for the strategy, workplan and NRCoP objectives.

The Senior Advisor, Regulatory Program Design & Experience will work in close collaboration with other parts of ANZSOG to ensure the achievement of the NRCoP and ANZSOG organisational objectives.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- Coordinate the research and development of the NRCoP program and events in line with strategic and operational objectives and informed by regular analysis of the regulatory community capability and learning priorities.
- Facilitate thought leadership and the build of contemporary regulatory practices that are endorsed by the NRCoP committee and stakeholders.
- Coordinate the delivery of high-quality learning events, in conjunction with jurisdictional chapters, and other regulatory practitioners, which deliver value to participants and enhance the brand and reputation of both the NRCoP and ANZSOG.
- Evaluate participant experience & learning impact to inform ongoing continuous improvement practices. Utilise the analysis to develop recommendations for improved practices, processes and policies and, after approval, support the implementation of planned change.
- Conduct ongoing review, analysis and evaluation of formal and informal feedback to inform continuous improvement with a focus on improving member/participant experience, the impact of the program.
- Build recommendations to improve Regulatory Practice performance through:
 - alignment and integration with ANZSOG systems and processes
 - streamlining and simplifying processes including use of templates and standardised approaches
- Contribute to the full team success through demonstrating flexibility and agility to support the whole team through peaks and troughs of workload.
- Uphold high ethical standards, ensuring transparency, integrity and compliance with legal and regulatory requirements in all systems, practices and behaviours.

OTHER JOB-RELATED INFORMATION

- There may be a requirement to work additional hours from time to time.
- There may be peak periods of work during which taking of leave may be restricted.
- Interstate travel and travel outside of normal work hours may be required.

QUALIFICATIONS/EXPERIENCE

- An applicable tertiary qualification with three years' subsequent experience or an equivalent combination of relevant experience and/or education/training
- Experience working in a regulatory agency and/or knowledge of regulation is desirable

SKILLS/COMPETENCIES

- Strategic thinking and problem-solving skills, with the ability to analyse complex issues and identify opportunities for collaboration and partnership.
- A proven record of achievement and demonstrated success in delivering strategic priorities or projects.
- Well-developed understanding of current and future issues of interest and importance to Australian regulatory practitioners and regulatory agencies.
- Excellent stakeholder management and engagement skills and proven ability to build trusting and constructive relationships with a wide variety of stakeholders.
- Excellent interpersonal skills and service orientation to work respectfully and collaboratively with colleagues and clients, while always striving for excellence

ANZSOG VALUES

ANZSOG is a values-based organisation. This means that we understand that the ways in which we work make a big difference in what we achieve. Our values are Excellence, Collaboration, Integrity and Respect, which guide our behaviours and attitudes as members of the ANZSOG community.