

Head of Operations

STATEMENT OF DUTIES

AUGUST 2025

Number	Generic
Portfolio	Schools and Early Years
Branch	Multi-School Organisation
Section/Unit/School	N/A
Supervisor	Chief Executive Officer – Multi-School Organisation
Award/Agreement	Tasmanian State Service Award
Classification	General Stream, Band 8
Employment Conditions	Fixed-term, Full-time 73.5 hours per fortnight, 52 weeks per year including four weeks annual leave
Location	Statewide

Context

The Department for Education, Children and Young People (DECYP) is committed to ensuring every child and young person in Tasmania is known, safe, well, and learning. As part of a system reform initiative, aligned to the Department's strategic plan, DECYP is trialling Multi-School Organisations (MSOs). A Multi-School Organisation (MSO) is a strong family of schools under shared governance and leadership. This model aims to strengthen school improvement through shared leadership, strategic alignment, and operational autonomy.

MSOs are led by a Chief Executive Officer (CEO), overseeing a small leadership team. The Head of Operations will provide leadership across a family of three schools in the initial phase, with the expectation of expansion in the number of schools over the course of the five-year trial.

Primary Purpose

The Head of Operations within the assigned MSO will be accountable for the operational, financial, and compliance functions of the assigned MSO, ensuring efficient and sustainable resource management. As a member of the MSO leadership team, the occupant will work collaboratively to integrate operational functions and align culture, practices, processes within established policy and regulatory frameworks, increasing the MSO's effectiveness and enabling growth.

Level of Responsibility/Direction and Supervision

The occupant is accountable and responsible for the effective and efficient delivery of operational services across the assigned MSO, enabling school leaders to focus on leading improvements in education. The occupant also leads the development and implementation of a strategic approach to operations and growth ensuring equity across schools in the achievement of improved educational outcomes.

The occupant will receive broad direction from the MSO Chief Executive Officer, with a requirement to exercise extensive personal judgement and initiative. The incumbent will be responsible for balancing the diverse resourcing needs of the assigned school network to ensure the most effective balance across schools.

It is the responsibility of the occupant to actively participate, promote and model behaviours which are consistent with the Department's commitment to the safety and wellbeing of children and young people. This includes the prevention, identification and reporting of child abuse and behaviours which are not consistent with the Department's values.

The Department has a range of delegations across the operational portfolio's which include Finance, People and Culture, and Facilities. The occupant is responsible for ascertaining the delegations that are assigned to these duties and is expected to exercise any applicable delegations prudently and in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements

The occupant is responsible for complying with all Agency policies and procedures, including those relating to fraud and corruption control, record management, confidentiality, conduct and behaviour, mandatory reporting, education, training and assessment.

In the delivery of the department's activities, the occupant must ensure that:

- Within the occupant's area of organisational responsibility, appropriate strategies are in place to minimise the risk of fraud; and
- Decisions and actions are made ethically and with integrity, on the basis that such is lawful and reasonable, based on an objective standard; and

- Decisions and actions promote a culture that upholds the rights of children and young people, to keep them at the centre of the Department's work and protect them from harm.

Primary Duties

1. Provide strategic leadership and expert advice to develop, implement and improve the MSO's operational strategy, leveraging innovative methodologies and evidence-based planning to support improved educational outcomes
2. Oversee the MSO's operational team and functions, fostering a collaborative, high performing and inclusive culture that builds strong relationships and partnerships with DECYP stakeholders.
3. Ensure consistent service delivery, effective planning and resource allocation that strengthens operational capacity and supports the MSO's growth.
4. Lead strategic and effective communications and complex negotiations with internal and external stakeholders, exercising sound judgement and discretion in managing sensitive and high-risk matters. Develop and deliver clear, persuasive, and audience-specific documentation such as business cases, reports, and submissions.
5. Provide financial oversight, robust budget management, and data analysis to optimise resource use, including the development and alignment of financial strategy with educational priorities, and staffing models for MSO schools.
6. Ensure consistent risk management and compliance across the MSO which meets legislative, procurement and policy frameworks, and safeguarding obligations for Tasmanian Government schools.
7. Support the onboarding and integration of new schools into the MSO, ensuring operational readiness and cultural alignment and contribute to scalable systems that enable growth through defined outputs, outcomes and milestones.
8. The occupant can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.
9. In accordance with the *Work Health and Safety Act 2012* the occupant will actively participate in and contribute to the maintenance of safe working conditions and practices, including the development and implementation of improvement initiatives, safeguarding practices and all mandatory training requirements.

Selection Criteria

The following specific selection criteria must be addressed by candidates. The nominated position objective and duties contained in this statement of duties must also be used to assist in the interpretation of these selection criteria.

1. Demonstrated experience in developing and leading operational strategy and systems across complex multi-stakeholder environment, with a focus on enabling service delivery and continuous improvement.
2. Proven capability in and knowledge of financial management, procurement, delegations, risk oversight, and compliance, including budget planning, resource (human and physical) allocation, and navigating regulatory, legislative compliance, and governance frameworks.
3. Highly developed interpersonal and stakeholder engagement skills, with the proven ability to build strong, inclusive relationships, lead and develop high performing teams, and foster collaboration across multiple diverse settings.
4. Highly developed and demonstrated written communication skills, with the ability to communicate with influence, and produce high quality strategic documentation, reports and persuasive business cases tailored to diverse audiences.
5. Demonstrated experience in managing transitions and organisational growth, including onboarding, change management, and scaling operational systems.
6. Demonstrated commitment to ethical leadership, public stewardship, and transparent decision-making aligned with departmental strategic priorities and values, with the ability to apply them through individual behaviours and actions.

Requirements

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed and the status of these may be checked at any time during employment. It is the employee's responsibility to advise the Department if there is any change to the status of a registration/licence. This includes notifying the Department of any new criminal charges or convictions and/or if a registration/licence is revoked, cancelled or has conditions applied.

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| Essential | <ul style="list-style-type: none">• Current Tasmanian Registration to Work with Vulnerable People (Registration Status – Employment). |
| Desirable | <ul style="list-style-type: none">• A current driver's licence. |

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- Membership of a relevant professional organisation and/or relevant tertiary qualifications.

Working within the Department for Education, Children and Young People



Connection



Courage



Growth



Respect



Responsibility

Our values of **Connection, Courage, Growth, Respect, Responsibility** represent the foundation of our Department's culture and guide us in all that we do to ensure **Bright lives. Positive futures** for every child and young person in Tasmania.

We bring our values to life through our everyday behaviours and actions. We want to attract, recruit and retain people who uphold these values and are committed to building a strong values-based culture.

Our Department is committed to building inclusive workplaces and a workforce that reflects the diversity of the community we serve. We do this through a culture that ensures everyone is respected, and has equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and education, and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

We are committed to providing a safe workplace for all employees and have zero tolerance to all forms of violence, including child abuse and harm. The Department is a smoke-free work environment, and smoking is prohibited in all State Government workplaces, including vehicles and vessels.

Employment within the Department is governed by the *State Service Act 2000*. All employees are responsible for ensuring that the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct are adhered to. All employees are expected to act ethically and with integrity in the undertaking of their duties. Employees who breach the code of conduct may have sanctions imposed.

The State Service Principles and Code of Conduct are contained in the *State Service Act 2000* and can be found on the State Service Management Office website at <http://www.dpac.tas.gov.au/divisions/ssmo> together with Employment Direction No. 2 *State Service Principles*. All employees must read these and ensure they understand their responsibilities.

All employees are expected to utilise information management systems in a responsible manner in line with the DECYP Condition of Use policy statement located at [Department for Education, Children And Young People: Information technology policies](#)

Commitment to Children and Young People

This is a Department built entirely for children, young people and their communities. Our ultimate goal is to work together to ensure that every child and young person in Tasmania is known, safe, well and learning. The child is at the centre of everything we do, and the way we do it.

The Department is committed to providing a culturally safe environment which upholds the safety and wellbeing of all children and young people in Tasmania. The Department's Safeguarding Framework, *Safe. Secure. Supported.* underpins this commitment.

All employees must demonstrate and model behaviours which value and respect children and young people, show a commitment to child safety and wellbeing, and display an understanding of the developmental needs of children and culturally safe practices relevant to their position.

APPROVED BY P&C DELEGATE: Director Recruitment Payroll Systems and Data – 08/25

Request:

Date Duties and Selection Criteria Last Reviewed: DN/SW 08/25
