

Chief Executive Officer

Position Description

OVERVIEW OF NEAS

Since 1990, NEAS has advanced quality education through its quality assurance services and continues to lead the way in developing, supporting and promoting continuous quality improvement throughout the English Language Teaching (ELT) community. NEAS is the global leader in quality assurance for the ELT community, quality assuring ELT provision across higher education, vocational education and training, high school and independent ELICOS providers as well as agents and accommodation providers. NEAS' approach to quality assurance is grounded in the NEAS Quality Assurance Framework, the Standards that guide providers in meeting and exceeding their compliance and quality goals.

ROLE DETAILS

The Position Reports to:

The Chair of the Board and via this position, to the Board.

Directly Reporting to the Chief Executive Officer: 3 FTE.

PURPOSE OF ROLE

1. Ensure NEAS delivers excellence in Quality Assurance in the ELT environment in Australia and internationally.
2. Lead and deliver on the NEAS Strategy and associated plans.
3. Manage financial, human, operational and other resources effectively whilst exploring the opportunities to develop sustainable and diversified income streams for NEAS.
4. Ensuring NEAS's internal systems are subject to rigorous QA, risk and compliance measures.
5. Service the needs of members for quality assurance support, education and training, advocacy and other services as identified and approved by the Board.
6. Ensure good governance of the organisation, and complete compliance with all standards and regulations as required.
7. Work with partner organisations as required to address common aims and aspirations to the benefit of NEAS, our members and the wider sector.

KEY RESULT AREAS

1	Governance and Strategy
1.1	Monitor and maintain compliance with the Constitution and with all relevant legislation and statutory body requirements.
1.2	Work with the NEAS Board in the development of a strategic vision and operational plan for the organisation and take responsibility for the effective delivery of the plan.
1.3	Provide relevant and timely information to the Board to support the achievement of NEAS Strategy.
1.4	Undertake the roles and responsibilities of the Company Secretary to support the Board's and the organisation's statutory reporting and compliance requirements.
1.5	Develop and manage resources, policies and systems to ensure required program and operational standards are consistently achieved.
1.6	Identify innovative approaches to emerging policy and sector issues and act on them if relevant to NEAS's objectives.
1.7	Forge strong strategic relationships with appropriate partners.
1.8	Assist in preparing agreements with other organisations and maintaining the relationships described.
1.9	Develop systems to securely store and maintain the corporate knowledge of NEAS including member data and key meeting minutes and papers.
1.10	Maintain clear communication resources for the Board Directors, Advisory Council, Sub-Committees, Special Interest Groups, membership and other key stakeholders.
1.11	Develop and implement key indicators and metrics to effectively monitor the delivery of strategic objectives.

2	Operations
2.1	Develop and present business plans that ensure the Board's strategic plan priorities for the next 12 months will be achieved.
2.2	Coordinate the production of the Annual Report and any other legally required documents.
2.3	Identify potential membership groups, secure new members and review membership maintenance and renewal information.
2.4	Achieve a strong culture, brand and reputation such that NEAS is seen as servicing the educational and other needs of its members.
2.5	Ensure procedure manuals are developed and used by staff and management to support policy implementation and continuity of a high and consistent standard or performance.
2.6	Initiate and prepare for Board approval, discussion papers and reports for the purpose of wider industry or government policy influence.
2.7	Assist with identification of areas requiring thought leadership position papers and co-ordinate as required.
2.8	Manage all aspects of human resources to ensure stability and high performance of staff operating in the most appropriate workforce composition and organisational structure.
2.9	Manage the NEAS QA scheme and any other assurance processes undertaken by NEAS.
2.10	Actively represent the interest of the members and foster internal and external relationships.

3	Finance
3.1	Maintain accurate financial records at all times.
3.2	Work to: a) Prepare annual budgets; b) Monitor and implement Investment strategies c) Provide appropriate financial statements for Board review; and d) Provide timely reporting of financial health to the Board
3.3	Prudently manage NEAS resources within budget guidelines according to current laws and regulations.
3.4	Oversee the management of accounts held in banks and other financial organisations and liaise with any entity providing investment advice to NEAS.
3.5	Oversee any annual reporting, auditing and consultation with accountants and auditors that is required to meet our legal and fiscal obligations.
3.6	Support staff responsible for finance and broadly oversee the appropriate use of accounting systems, payroll, payments, income and invoices.
3.7	Apply a commercial and entrepreneurial mindset, skillset and toolset to NEAS operations whilst delivering the NEAS strategy.

4	Delegations of Authority
4.1	Regularly review the financial, operational and employee delegations of authority that include but are not limited to: a) Expense approval; b) Staff appointment and remuneration; c) Contracts for supply of service or product; d) Public and Government relations, including media communications; e) Representation on or attendance at external working parties and other meetings; and f) Release of/access to operational information and member data.

PERSON SPECIFICATION

5	Experience - Essential
5.1	Tertiary Qualifications relevant to the position and: i) Relevant professional/postgraduate qualifications; or, ii) Substantial and relevant executive level experience.
5.2	Proven financial and data driven business modelling skills, commercial acumen and entrepreneurial track record in commercialising intellectual capital.
5.3	Exceptional stakeholder engagement skills and membership management skills with advanced interpersonal and communication skills. Charismatic with demonstrated effectiveness as a leader.
5.4	Excellent planning and organisational skills with attention to detail and ability to multi-task and work to deadlines and budgets.
5.5	Ability to work independently and exercise initiative in a high volume politically charged environment, to delegate appropriately and to prioritise effectively.
5.6	Experience in the legal, financial and governance responsibilities of running an organisation with oversight of a formal Board.
5.7	A strong understanding of marketing and brand protection.
5.8	Proven experience working in quality assurance and/or regulatory environments with responsibility for the QA processes.
5.9	Change management skills with exceptional risk management ability, including cyber and digital risk management.
5.10	Conference and events management experience.

6	Experience - Desirable
6.1	Experience in ELT sector.
6.2	Understanding of the needs of a non-profit and member-based organisation.
6.3	Experience in achievement of organisational aims through advocacy.

Approved by:

Professor Tanya Buchanan



27 June 2023

NEAS Chair

Date