



## Systems and Quality Officer

### POSITION DESCRIPTION

<b>Position Number:</b>	3388
<b>Portfolio:</b>	Infrastructure
<b>Business Unit:</b>	Systems and Administration
<b>Team:</b>	
<b>Position Status:</b>	Permanent Full Time
<b>Classification:</b>	QLGIA (Stream A) Level 4
<b>Reports To:</b>	Supervisor Systems and QA
<b>Revised:</b>	November 2024

#### **General Position Statement:**

This position supports Council's direction by providing specialised administrative and technical support in a professional, efficient, and courteous manner to the Supervisor Systems and QA and the Infrastructure Portfolio in relation to issues and improvement initiatives for Council's administration systems, and the Quality Management System (QMS) and quality assurance related services and support with regards to quality internal and external audits.

#### **Specific Responsibilities:**

This position has the following responsibilities:

1. Administer, maintain and continually improve Infrastructure' quality management system (QMS) and QA System Requests.
2. Coordinate Infrastructure's controlled documents workflow and approval process in an accurate and timely manner, including monitoring and development of technical documentation where procedures may not be clearly defined.
3. Provide technical QMS advice and support to all teams to facilitate, identify and implement workflow processes and opportunities for efficiencies, using Council's software packages where appropriate.
4. Provide high level of support to the Supervisor Systems and QA with regards to conduct of internal audits within Infrastructure, including:
  - lead and coordinate audits within Infrastructure's Internal Audit program, directing Assisting Auditors as required.



- awareness, interpretation and monitoring of statutory requirements, regulations, policies, and procedures relevant to Infrastructure service activities.
  - identification of non-compliances or improvement initiatives and recommendations, including assessment of proposed resolutions to determine if expected outcomes will be achieved.
5. Maintain and develop specialised modules of Council's corporate software including setting up of parameters, workflow, electronic documents, procedures etc exercising initiative and judgement in the application of system parameters to achieve required outcomes.
  6. Provision of administrative and technical support to the section in relation to Council's administrative corporate software's issues and improvement initiatives.
  7. Act as Infrastructure' point of contact for networking forums with relevant corporate system owner/manager/experts for existing and/or potential new systems that will have direct impact on Infrastructure's administrative tasks and activities.
  8. Development and distribution of corporate software system generated reports for senior officers and management.
  9. Drafting and preparation of communication forums including, newsletters, presentations and reports.
  10. Provide quality customer service to both internal and external customers.
  11. Act as a role model for Council's Values and Behaviours at all times and display a high level of professional and ethical conduct.
  12. Refer matters that may impact upon the business, Council and employees to the relevant Supervisor, Coordinator or Manager.
  13. Undertake other relevant duties as directed, consistent with skills, competence and training.

### **Position Requirements:**

#### **Skills/Competencies**

1. Sound Knowledge of AS/NZS ISO 9001 "Quality Management System Requirements" and their application in the workplace.
2. Experience in the conduct and reporting of internal or external management system audits as a sole auditor, a member of an audit team, or as the team leader.
3. Thorough knowledge of Council's corporate administrative software applicable to Infrastructure administration processes and their application in the workplace.
4. Comprehensive knowledge of the work activities performed within Infrastructure teams, including statutory requirements, regulations, procedures, policies, activities, and roles.



5. Demonstrated communication (written and verbal) and interpersonal skills relevant to the position, strongly focused on the provision of quality customer service and attention to detail.
6. Solid time management, planning and organisational skills.
7. Sound analytical and problem-solving skills, including the ability to define and resolve problems and conflicts.
8. Ability to acquire required competencies to assist in the conduct and reporting of internal quality audits.
9. Ability to effectively operate Council's computer systems including Pathway, Finance One, ECM and MS Office Suite.

### Mandatory Qualifications, Licences and Experience

1. Auditing qualifications relevant to the duties of the position (for example, Diploma of Quality Auditing) and/or demonstrated substantial work experience in coordinating and conducting internal quality audits.
2. Ability to research, investigate and/or audit to seek improvement and/or solutions.
3. Possess and maintain a current motor vehicle drivers licence.

### Desirable Qualifications, Licences and Experience

1. Experience in a local government environment.
2. Internal audit qualifications and/or experience.

### Actions

1. **Values and Behaviours** – Behaviour aligned with Council's Values and Behaviours.
2. **Customer Service** – Focus on our customer/s needs.
3. **Code of Conduct** – Behaviour aligned with Council's Code of Conduct.
4. **Safety** – Carry out your duties in a safe manner.
5. **Project Management** – Commit to Council's Project Management ethos.
6. **Human Rights** – Respect, protect and promote human rights in your decision-making and actions.

### Physical Requirements

1. Ability to work in an outdoor and office environment.
2. Ability to legally operate a motor vehicle under a "C" Class Licence.





3. Ability to complete a satisfactory Functional Capacity Evaluation.
4. Must be available to work the on-call roster if required.
5. Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).


### **Delegations and Authorisations:**

Financial, Administrative and Human Resource Management Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's knowledge library.

### **Acknowledgement:**

This Position Description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

<b>Authorised By:</b>	General Manager Infrastructure
<b>Signature:</b>	
<b>Date:</b>	November 2024
<b>Present Incumbent:</b>	
<b>Signature:</b>	
<b>Date:</b>	





## TEAMWORK

- We are one Council, working seamlessly across the organisation to deliver the best outcomes for our community.
- We involve others to design solutions and inform decisions.
- We openly share knowledge and information.
- We care about each other and ask for, and accept, support when needed.
- We resolve issues and conflicting priorities in an open and constructive way.



## COMMUNITY

- We are one community and make decisions with our whole community in mind.
- We engage with and listen to our community to understand their needs.
- We support our community to develop resilience and sustainability.
- We effectively and efficiently deliver high quality products and services.
- We respond quickly and constructively.



## ACCOUNTABILITY

- We own our actions, successes and failures, and ensure we implement lessons learned.
- We take personal responsibility for everyone's safety.
- We manage and use Council's resources effectively and efficiently.
- We make and communicate decisions and rationale in a timely and inclusive manner and act with transparency.
- We are diligent in delivering on our commitments, and communicating issues early.



## POTENTIAL

- We focus on being the best we can be and in-turn inspire others.
- We will be open to change and will pursue opportunities.
- We will continually seek to improve how we do things and build upon each other's ideas.
- We make time to seek and provide feedback to support each other.
- We encourage and support innovation and initiative.



## POSITIVITY

- We inquire with curiosity, actively listen to others and are open to new perspectives.
- We approach issues looking for solutions.
- We remain calm and respectful when working through difficult situations.
- We focus on being open and adaptable.
- We invest in our physical and mental wellbeing.



## Systems and Quality Officer SELECTION CRITERIA

<b>Position Number:</b>	3388
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<b>Business Unit:</b>	Systems and Administration
<b>Team:</b>	
<b>Position Status:</b>	Permanent Full Time
<b>Classification:</b>	QLGIA (Stream A) Level 4
<b>Reports To:</b>	Supervisor Systems & QA
<b>Revised:</b>	November 2024

### 1. Mandatory Qualifications and Licences:

- Auditing qualifications relevant to the duties of the position (for example, Diploma of Quality Auditing) and/or equivalent substantial work experience in coordinating and conducting internal quality audits.
  - Ability to research, investigate and audit to seek improvement and/or solutions.
  - Possess and maintain a current motor vehicle drivers licence.
2. Sound Knowledge of AS/NZS ISO 9001 “*Quality Management System Requirements*” or equivalent generic quality management system and their application in the workplace.
  3. Demonstrated knowledge in the development, maintenance, and application of corporate administrative software systems, including parameter setting, workflow configuration, and their integration into administration processes to enhance workplace efficiency.
  4. Demonstrated communication (written and oral) and interpersonal skills, strongly focussed on the provision of quality customer service and attention to detail.
  5. Sound analytical and problem-solving skills, including the ability to define and resolve problems and conflicts.

### **Suggested approaches to addressing selection criteria include:**

Responses should be relevant and directly relate to the selection criteria.  
Responses are generally no longer than one page per selection criteria.

You may like to take in account;

- Situation – Describe the situation you were in, including where it occurred and what the relevant environment was.
- Task – Describe the event/task that required resolution, what was required of you.
- Action – Describe what actions you took, how did you resolve the problem.
- Result – What was the outcome and how did your actions contribute to a positive result.

Use actual examples of what you have done that are relevant to each selection criteria. Include how well you did it, what you achieved, and how it relates to the requirements of this role.