

# Position description

<b>Position title:</b>	<b>Quality Officer</b>
<b>School/Section/VCO:</b>	<b>Corporate Governance</b>
<b>Campus:</b>	<b>Mt Helen Campus. Travel between campuses may be required.</b>
<b>Classification:</b>	<b>Within the HEW Level 6 range</b>
<b>Employment mode:</b>	<b>Fixed-term appointment</b>
<b>Probationary period:</b>	<b>This appointment is offered subject to the successful completion of a probationary period.</b>
<b>Time fraction:</b>	<b>Full-time</b>
<b>Recruitment number:</b>	<b>849171</b>
<b>Further information from:</b>	<b>Ms Rebecca Johnson, Manager, Policy and Quality Services, Corporate Governance Telephone: (03) 5327 8259 E-mail: r.johnson@federation.edu.au</b>
<b>Position description approved by:</b>	<b>Mr Adrian Tinetti Director, Corporate Governance</b>

**This position description is agreed to by:**

\_\_\_\_\_  
Employee name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**The University reserves the right to invite applications and to make no appointment.**

Warning: uncontrolled when printed.

Authorised by: Director, Human Resources  
Document owner: Manager, HR Shared Services

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## Position summary

The Quality Officer is responsible for the administration of the University's Quality Framework. This includes internal and external quality audits and reviews, quality improvement projects, the delivery of training and information sessions to staff across the University on a variety of quality related topics, and provision of advice and guidance to staff regarding quality requirements.

The Quality Officer will work closely with the Manager, Policy and Quality Services on the following areas:

- monitoring the University's compliance against the Quality Framework as defined;
- monitoring the regulatory environment for changes affecting the University;
- providing training and advice to staff on quality requirements, and
- maintaining TESQA, ASQA, VRQA Registration.

A significant challenge of this position is to be a 'quality champion' for the University.

## Key responsibilities

1. Monitor changes that are occurring to tertiary quality regulatory and compliance requirements, including legislation and how these changes affect the University and provide regular reports and advice to management.
2. Provide timely and accurate advice to staff about the University's Quality Framework.
3. Coordinate and administer processes and practices to meet regulatory quality requirements and the requirements of the University's Quality Framework, including preparation for external audit.
4. Develop and deliver training programs on issues relevant to the University's Quality Framework to implement an effective compliance education program.
5. Develop and maintain the internal quality audit program, conduct internal quality audits, complete audit reports, and monitor and report resolution of corrective actions and improvement opportunities.
6. Maintain current knowledge and understanding of tertiary quality regulatory and compliance requirements, including legislation and contractual requirements and how they apply within the University, including attending relevant quality systems forums, workshops and training sessions for the purpose of maintaining such knowledge.
7. Reflect and embed the University's Principles, Objectives and Strategic Priorities when exercising the responsibilities of this position. For a more complete understanding and further information please access the Strategic Plan at: <https://federation.edu.au/about-us/our-university/strategic-plan>.
8. Undertake the responsibilities of the position adhering to:
  - The Staff and Child Safe Codes of Conduct and Conflict of Interest Policy and Procedure;
  - Equal Opportunity and anti-discrimination legislation and requirements;
  - the requirements for the inclusion of people with disabilities in work and study;
  - Occupational Health and Safety (OH&S) legislation and requirements; and
  - Public Records Office of Victoria (PROV) legislation.

## Level of supervision and responsibility

The Quality Officer will work under the broad direction of the Manager, Policy and Quality Services and is responsible for the administration of the University's Quality Framework (QMS).

The Quality Officer is required to work independently as well as within the Policy and Quality Services team. The position is also required to liaise with academic, teaching and general staff across the University in performing the key responsibilities of the position.

## Training and qualifications

Completion of a relevant degree with subsequent relevant experience; or extensive experience and specialist expertise or broad knowledge in quality assurance; or an equivalent combination of relevant experience and/or education/training.

## Position/Organisational relationships

The position is located within Corporate Governance and reports to the Manager, Policy and Quality Services.

The Quality Officer will work closely with FedUni TAFE, the Schools and Portfolios across the University in facilitating development and maintenance of quality systems and processes, and advancing quality improvement initiatives and facilitating compliance requirements.

The Quality Officer will work with staff across the Directorate. The Quality Officer fulfils an essential quality assurance role by contributing to the University's ability to meet its external and internal compliance and governance obligations through the development and maintenance of effective policies and procedures. The position is required to develop effective relationships with staff, and contribute to management decision-making through participation in a variety of forums and committees.

## Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following Key Selection Criteria:

1. A relevant degree with subsequent relevant experience; or extensive experience and specialist expertise or broad knowledge in quality assurance; or an equivalent combination of relevant experience and/or education/training.
2. Demonstrated understanding of quality management and quality assurance theory and practice as a basis for organisational improvement, particularly in tertiary education.
3. Demonstrated ability to develop an understanding of legislation, government policy and compliance issues relevant to a multi-sector university.
4. Demonstrated analytical ability and the ability to conduct research, interpret and understand VET and Higher Education regulatory requirements, and their application to organisational practices and processes.
5. Demonstrated ability to plan, conduct audits, manage projects, set priorities and meet deadlines within a complex and changing environment.
6. Demonstrated expertise in interpreting policies, procedures and regulations and providing advice to stakeholders.
7. Demonstrated experience in the preparation of documents, briefings, submissions, reports and correspondence.

8. Demonstrated liaison, communication and negotiation skills, including the ability to influence a diverse range of stakeholders and facilitate group information sessions.
9. Demonstrated alignment with the University's commitment to child safety.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.