Role Description

Quality and Compliance Officer

Classification: ASO5

Group: Skills SA

Position Number: P45585, P45586

Team: Contract Quality and Compliance (Skills Policy and Quality)

About Us

The Department of State Development is the South Australian Government's lead economic development agency.

Our mission is to drive sustainable economic growth in South Australia by increasing industrial and workforce capability, capacity, collaboration and resilience. We take pride in hiring the right people for the right jobs and offer an attractive, flexible workplace.

For more information about our agency, please visit:
Department of State Development | statedevelopment.sa.gov.au

About The Role

Skills SA ensures South Australia has the skills needed now and in the future by supporting development of highly adaptable skilled people, providing an accessible and seamless training system in order to contribute to a successful economy.

The Quality and Compliance Officer plays an important role contributing to the assurance of the quality and integrity of South Australia's publicly funded Vocational Education and Training (VET) market by delivering an efficient and effective quality assessment and contract compliance function.

The Quality and Compliance Officer is responsible for working with a range of stakeholders, including private registered training organisations, to assess and monitor the provision of VET including to support and assist providers to be compliant with their contractual obligations and appropriate use of public funds. This role is responsible for contributing to a quality, accessible and relevant VET eco-system by ensuring an efficient and effective quality assessment and contract compliance function.

What you will do (results to be achieved)

- Implement risk and evidence-based quality assurance contract management processes, including audits.
- Provide specialist information and advice on funding contract compliance, accredited training business processes and systems to key stakeholders including registered training organisations.
- Contribute to planning and implementing processes, procedures and guidelines which support quality outcomes and continuous improvement.
- Analyse and provide high quality and accurate assessments, practice and performance review information and compliance matters to stakeholders.
- Establish critical linkages across the Directorate and Group that support effective and coordinated skills and employment initiatives.
- Contribute to and ensure a safe, diverse and healthy work environment by working in

accordance with legislative requirements, the Code of Ethics for the South Australian Public Sector and departmental human resource policies

- Upholds the DSD Customer Service Principles and Service Standards in the provision of high quality, consistent and professional service to our customers through being responsive, knowledgeable, timely and respectful in all interactions.

The Capabilities You Will Bring (key competencies)

Essential Technical Experience and Knowledge:

- Knowledge of state and national vocational education and training systems and structures and training products.
- Good knowledge of quality systems, assessment and auditing principles and practices and continuous improvement.
- Demonstrated experience in in undertaking high level research and analysis, including interpreting, evaluating and applying data and information from a range of sources to make assessments, and prepare and provide required reports and briefings.

Personal Skills:

- Well-developed written and verbal communication skills, and sound interpersonal capacity to effectively liaise with people from a variety of backgrounds and levels, including demonstrated ability in undertaking negotiation and consultation processes.
- Demonstrated ability to work autonomously, successfully achieve deadlines and desired outcomes, manage competing work tasks, and contribute effectively as a member of a mutually accountable team.
- Ability to implement and coordinate processes and provide high-level and expert advice to ensure effective partnership development and to support the achievement of compliance objectives.
- Initiative and motivation to continuously improve policies and business practices.

Qualifications:

- Essential: Nil
- Desirable: Relevant qualification in audit, risk, compliance or a related field (or equivalent workplace experience)

Reporting / Working Relationships

- Reports to: Principal Quality and Compliance Officer
- Direct Reports: Nil.
- Works with:
    - Staff across the Directorate and the Group
    - External stakeholders including registered training organisations and the national VET regulator.

DSD Working Conditions

- Compliance with Government legislation, Code of Ethics for the SA Public Sector, DSD policies and procedures, including ethical / accountable resources and information management, WHS and injury management, risk management, and the access / equity / diversity strategies of the public sector.

- Out of hours work may be required.
- Intra state and interstate travel may be required.
- The incumbent may be assigned to another position at this remuneration level or equivalent, including across teams in this Agency.
- The incumbent will be required to maintain a safe working environment by adopting appropriate hazard management practices consistent with the role.
- The successful applicants will be required to demonstrate they have undergone appropriate assessment prior to being employed

  ☒ National Police Check (NPC)

  ☐ General Employment Probity Check (DHS)

  ☒ Working with Children Check (DHS)

  ☐ Baseline Vetting

  ☐ Negative Vetting 1

Our Core Values

Be part of a high performing, collaborative, agile and innovative organisational culture. Through a network of multi-disciplinary teams, we operate with internal project structures that enable adaptable, flexible, and agile ways of working. This is underpinned by our Core Values of:

 **Service** We proudly serve the community and Government of South Australia	 **Professionalism** We strive for excellence	 **Trust** We have confidence in the ability of others	 **Respect** We value every individual
 **Sustainability** We work to get the best results for the current and future generation of South Australia	 **Collaboration & Engagement** We create solutions together	 **Honesty & Integrity** We act truthfully, consistently and fairly	 **Courage & Tenacity** We never give up