Role Description

Senior Quality and Compliance Officer

Classification: ASO6

Group: Skills SA

Position Number: P45582

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 supports the development of highly adaptable skilled people, supported by an accessible and seamless training system, to contribute to a successful economy.

The Senior 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 Senior Quality and Compliance Officer is responsible for working with a range of stakeholders, including private registered training organisations, to assess, monitor and audit the provision of VET services consistent with contractual obligations and appropriate use of public funds.

What you will do (results to be achieved)

1. Provide specialist information and advice on funding applications, compliance, accredited training business processes and systems to key stakeholders, including registered training organisations and other service providers.
2. Plan and implement processes, procedures and guidelines which support quality outcomes and continuous improvement.
3. Implement risk and evidence-based quality assurance contract management processes.
4. Analyse and provide accurate and appropriate assessment, practice and performance review information on complex and sensitive contract service standards, performance and compliance matters to stakeholders.
5. Develop, implement and review business processes related to funding contracts.
6. Establish linkages and provide high quality advice to the Directorate and Group senior management on quality training and assessment practices that support effective and coordinated training and skills initiatives.

7. 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.
8. Uphold 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 VET systems and structures and training products.
- Good knowledge of quality systems, assessment / auditing principles and practices and continuous improvement.
- Think strategically, conceptually and creatively and analyse and resolve complex business problems, at both strategic and operational level.
- Developing, interpreting and analysing strategy or policy, identifying priorities and providing succinct reports and briefings to senior managers and executives.

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
- Experience in undertaking high level research and analysis, including evaluating and applying information from a range of sources to make assessments
- Initiative and motivation to continuously improve policies and business practices.

Qualifications:

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

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