

Quality Officer

Planing and Project Services

(1 position)

Expressions of Interest are sought for a Quality Officer within Projects and Planning Services. The unit will play a key role in the successful delivery of a complex portfolio of projects, integrated operational and strategic planning and quality management. Applicants seeking a secondment are welcome to apply.

While an appropriate duty statement will be negotiated to suit the successful applicant's expertise and experience, the roles are expected to involve the range of tasks below.

Quality Officer

- Maintain Quality Assurance process
- Promote the value of Quality management to the Division
- Map gathering data activities and uses across the Division to support planning
- Engage with staff to encourage application of quality management
- Provide frameworks and tools for benchmarking
- Coordinate quality assurance processes
- Coordinate Project and Service reviews
- Supporting the execution of ITIL based service improvement activities such as creating the Division's Service Catalogue, Service Level and Operating Level agreements, mapping processes and compiling requirements for services, supporting tools, etc.
- Engage with professional bodies to ensure quality framework is aligned with best practice
- Conducting and analysing surveys and studies (quantitative and qualitative)
- Contributing to the content and management of regular communications with stakeholder groups.

The following skills and experience will be well regarded:

- Experience/familiarity with Australian Business Excellence Framework
- Experience/familiarity with benchmarking
- The ability to learn and orient to new situations quickly
- Leading organisational change
- Verbal and written communications, including presentations.

This position should be viewed as a professional development role and there will be opportunities to develop new skills.

Expected applicant HEW levels 7/9

Duration of role: 1 Year Secondment

Reports to: Project and Planning Services Manager

Applications to: Mark Ryan, L4 Baillieu

Closing Date: Wednesday 5th October

For further info: Mark Ryan, Extn 44707

