



POSITION DESCRIPTION

Quality Administration Officer

Reports to: Head of Governance

Department: Compliance and Risk

Classification: PACCT 4

Location:
Mildura

About SuniTAFE

SuniTAFE is an award winning large provider of vocational education and training in north-west Victoria.

We are well positioned, with our campuses located in Mildura and Swan Hill, to orchestrate the continued delivery of excellent education and training in this region. We have experienced trainers, teachers and community providers offering qualification across a range of courses and customised skill set training covering multiple sectors relevant to the community and stakeholders.

Our Values

SuniTAFE's values and behaviours ensure quality education outcomes by setting out the kind of organisation we are, what is important to us collectively, and how we work to achieve success.



Primary objectives

- Oversee the Institute's Quality Management System.

- Undertake the provision of high-level administrative support to the Compliance & Risk team;
- Maintain information, documents and registers under the responsibility of the Compliance & Risk team;

Position summary

Under the general supervision of the Head of Governance, the incumbent is required to provide advice, support and guidance to all levels of staff in relation to the Institute's Quality Management System (QMS) and the Institute's Compliance Management System.

The role also provides strong administrative support to the Quality & Risk team.

Key responsibilities

1. Oversee the Institute's Quality Management System (QMS).

- Provide specialist advice and guidance regarding the Institute's quality management system to all levels of staff.
- Monitor currency of policies and procedures.
- Undertake regular communication with policy owners regarding their responsibilities to maintain current quality management systems.
- Proactively liaise with document owners to update and/or rescind documents to ensure currency of QMS documentation;
- Alignment of quality processes to ensure the provision of timely reporting to the Institute Board.
- Schedule, arrange and attend regular meetings with the Institute's Executive to facilitate the review and approval process of Institute policies and procedures.
- Prepare documents for publishing ensuring standard formatting templates are used.
- Provide guidance and advice to Institute staff regarding proper procedures for creation of Institute documents and advice on document purpose.
- Prepare and distribute the monthly online newsletter communicating changes to QMS documentation.

2. Provide general administrative support to the Compliance & Risk Unit

- Autonomously responsible for administration of the Institute's Compliance Management System, including reporting and working with Institute management and staff to ensure institute meets compliance obligations.
- Regularly monitor and action requests submitted through the Compliance & Risk Unit departmental email inbox.
- Maintain registers and information pertaining to Governance-related activities.
- Provide strong administrative leadership to projects and other submissions undertaken by the Compliance & Risk Unit.
- Develop correspondence as required to support activities of the Compliance & Risk Unit.
- Liaise with Institute staff and Audit Team to prepare for both internal and external audits.

- Proactively work with all levels of Institute staff to source and collate audit information in the specific formats required by auditors.
- Create and administer surveys, including distribution and collection of surveys and providing reporting on survey results.
- Assist in the administration of Institute complaints including maintaining an accurate and secure register of complaints and providing correspondence and reports on request.
- Contribute to regular corporate reporting on compliance and risk activities (both internal and external to the organisation).

3. Oversee the Institutes records management process.

- Assess Institute records and determine retention timeframes in accordance with recordkeeping standards.
- Provide advice and support to departments who are conducting archiving.
- Maintain the archive records disposal schedule, including the registration, collection and disposal of Institute records as per records management procedures.
- Arrange the transfer and retrieval of records to and from the Institutes third party records storage facility.

Act in accordance with SuniTAFE values – Relationships, Integrity, Accountable and Improvement including:

- Provides exceptional customer service to all internal and external stakeholders of the Institute and ensures a positive first impression for Institute visitors at all times.
- Actively participates in all relevant training provided to assist in the implementation of new systems or processes across the Institute.
- Actively participate in the Institute's annual Workplan and Performance Review process.
- Participate in all team based activities and meetings within the Business Unit, and attend divisional and other meetings as required.
- Complies with OH&S and EEO legislation;
- Ensure compliance with SuniTAFE's Staff Code of Conduct, Child Safety Policy and Child Safety Procedures at all times.
- Prepared to undertake further courses of study, annual OH&S, EEO, Cultural Diversity and/or identified mandatory professional development programs or training relevant to the position as necessary.
- Reports to work as scheduled with a willingness to work flexible hours according to business needs.
- Demonstrates a willingness to adopt change and new initiatives.
- Represents the Institute professionally at all times.
- Actively promotes and encourages a service culture within the team.
- Communicates any opportunities to improve service delivery and make recommendations on steps to make agreed improvements.

Compliance Officer



- Actively encourages and promotes effective communication and strong working relationships within the team / Institute.
- The incumbent can expect to be allocated duties not specifically mentioned in this document but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.
- Actively prevent fraud and corruption.

Knowledge, skills and abilities

QUALIFICATIONS & EXPERIENCE:

- Relevant Degree with relevant work experience or a lesser qualification and significant administration experience.
- Intermediate to advanced knowledge of MS Office Suite (Word, Excel, PowerPoint) and Adobe Suite.

SKILLS & ABILITIES:

- Demonstrated skills related to document management procedures or the ability to quickly acquire these skills.
- Ability to create strong working relationships with staff at various levels in the organisation.
- Excellent organisational skills including the ability to prioritise tasks, establish and monitor schedules and meet deadlines.
- Demonstrated strong written and verbal communication skills.
- Demonstrated high level attention to detail.
- An awareness of the importance that relevant legislation, policies and procedures play in ensuring organisational compliance.

A commitment and ability to work to a high standard of professionalism, including accuracy and an eye for detail.

Organisational relationships

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Compliance Officer



Subordinates	Key Relationships	
Nil	Internal	External
	<ul style="list-style-type: none"> Compliance & Risk Unit staff Managers Executive Leadership Team 	<ul style="list-style-type: none">

Key selection criteria

- Relevant Degree with relevant work experience or a lesser qualification and significant administration experience.
- Demonstrated skills related to document management procedures or the ability to quickly acquire these skills.
- A commitment and ability to work to a high standard of professionalism, including accuracy and an eye for detail.
- Strong ability to create robust working relationships with staff at all levels of an organisation.
- Excellent organisational and communication skills including the ability to prioritise tasks, establish and monitor schedules and meet deadlines.
- Intermediate to advanced knowledge of MS Office Suite (Word, Excel, PowerPoint) and Adobe Suite.

The successful candidate will be required to provide:

- *A successful criminal record check which is less than 6 months old; and*
- *A working with children check.*

Additional Information

- SuniTAFE supports Equal Employment Opportunity and actively encourages Indigenous applicants to apply.
- SuniTAFE promotes the safety, wellbeing and inclusion of all children including those with a disability.
- Position, requirements, classification skill level required and conditions in accordance with Sunraysia Institute of TAFE (PACCT) Enterprise Agreement 2021.

Financial Delegation	None	Systems Access Level:	HR Employee
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Compliance Officer

