



## POSITION DESCRIPTION

### Quality & Compliance Officer

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Reports to: Head of Governance  
Classification: PACCT 6

Department: Compliance & Risk  
Location: Mildura

#### About SuniTAFE

SunTAFE 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

SunTAFE'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

- Provide expertise and guidance to Institute Management and staff to address governance and compliance obligations;

- Review and enhance the Institute's monitoring, reporting and actioning of governance and compliance obligations;
- Conduct internal quality and compliance auditing across a range of areas and compliance obligations;
- Oversee the Institute-wide Quality Management System and contribute to the development and maintenance of the Institute's Quality Management Systems, including policy writing.
- Oversee the implementation of the Institute's Compliance Management Framework, including managing the Institute's Compliance Management System;
- Coordinate the Institute's Archive Records Disposal Schedule , including records management activities across the Institute.

## Position summary

The position reports directly to the Head of Governance.

The position provides an integral function to the wider Institute by providing expertise, guidance and support to all levels of the business to ensure governance and compliance obligations are met.

## Key responsibilities

### 1. Institute governance and compliance

- a) Provide expertise, guidance and support to Institute staff at varying levels to ensure governance and compliance obligations are met;
- b) Conduct internal quality and compliance auditing to meet the Institute's obligations for self-assurance and monitoring including writing detailed reports and making recommendations for rectifications and improvements;
- c) Work closely with the Institute's contracted internal auditors to coordinate the Institute's preparation and response to scheduled internal audits and subsequent reporting;
- d) Manage the Audit and Compliance modules of Institute's Compliance Management System including capturing audits, monitoring and detailed reporting to the Executive Leadership Team;
- e) Monitor implementation of action plans to ensure compliance rectification efforts are proceeding as required, this includes working with staff across all levels of the business to encourage positive outcomes;
- f) Support the Institute's preparation for external audits, including providing high-level administrative assistance;
- g) Implement the Compliance Management Framework (CMF) in accordance with the CMF Work Plan;
- h) Develop and implement a process that links the Compliance Management Framework to the Institute's Quality Management System and an overarching Governance Framework;
- i) Enhance communication and processes across the wider Institute to ensure the Compliance Management Framework is recognised and applied by staff as business-as-usual.
- j) Develop staff professional development to educate Institute staff on key governance and compliance obligations.

## **2. Quality Management System**

- a) Provide knowledge, direction and support to Institute staff to ensure Quality Management System documentation meets requirements by interpreting legislative and regulatory obligations.
- b) Maintain the Institute's Quality Management System including timely publishing of policies, procedures, forms and other compliance-related documentation;
- c) Contribute to the maintenance of the Quality Management System through regular reporting and identification of priority policies and procedures for review;
- d) Monitor, review and update policies and procedures related to the Quality & Compliance Unit, including confirming currency and accuracy of relevant legislative and regulatory obligations.
- e) Maintain a register of changes to Institute documents including policies, procedures and forms;
- f) Communicate changes to the Quality Management System through regular communications to all staff.

## **3. Administrative Functions**

- a) Coordinate survey collection by the Quality & Compliance Unit, and conduct data reporting and analysis.
- b) Maintain and monitor the Institute's Contracts Register;
- c) Review and provide advice on the Institute's service agreements and contractual obligations
- d) Assist in the administration of Institute complaints including maintaining an accurate and secure register of complaints and providing correspondence and reports on request.
- e) Provide support to the Manager Compliance & Risk in projects and submissions undertaken by the Quality & Compliance Unit.
- f) Create and distribute complex written documents on request including policies, procedures, reports and other governance and compliance-related documentation.

## **4. Records Management**

- a) Coordinate the Institute's Archive Records Disposal Schedule as per Records Management Policy and Procedure.
- b) Communicate with and facilitate the transfer of Institute records to the Public Record Office Victoria (PROV) and the Institute's off-site records storage provider.
- c) Provide advice and direction to staff on Institute records management policies and procedures, including training staff in the preparation of records for archiving.

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.
- 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:

- A tertiary level qualification and several years' experience in a similar role, or lesser qualifications with considerable governance and compliance experience.
- Demonstrated ability to review and analyse complex regulatory and legislative obligations, policies and systems and identify and recommend changes where appropriate.
- Demonstrated ability with compliance and document management systems and procedures.

### SKILLS & ABILITIES:

- 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.
- Highly developed written and oral communication skills including attention to detail, research and capacity to prepare reports for Management.

- Intermediate to advanced knowledge of MS Office Suite (Word, Excel, PowerPoint) and Adobe Creative Suite.
- 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

Subordinates	Key Relationships	
	Internal	External
Nil	<ul style="list-style-type: none"> <li>• Quality &amp; Compliance Officer</li> <li>• Executive and Senior Leadership Teams</li> <li>• Executive Assistant - Committees</li> </ul>	<ul style="list-style-type: none"> <li>• Nil</li> </ul>

## Key selection criteria

- A tertiary level qualification and several years' experience in a similar role, or lesser qualifications with considerable governance and compliance experience.
- Demonstrated ability to review and analyse complex regulatory and legislative obligations, policies and systems and identify and recommend changes where appropriate.
- Demonstrated ability with compliance and document management systems and procedures.
- Highly developed written and oral communication skills including attention to detail, research and capacity to prepare reports for Management.
- Excellent organisational skills including the ability to prioritise tasks establish and monitor schedules and meet deadlines.

*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.

<b>Financial Delegation</b>	None	<b>Systems Access Level:</b>	HR Officer
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