

Role Description

Quality Assurance Officer

Fleet Services



Cluster	Stronger Communities
Agency	NSW Police Force
Command/Business Unit	Fleet Services
Location	Minto
Classification/Grade/Band	Transport Officer Mechanical
ANZSCO Code	139914
PCAT Code	1122192
NSWPF Role Number	
Date of Approval	30/03/2017
Agency Website	www.police.nsw.gov.au

Agency overview

The NSW Police Force (NSWPF) vision is for a *Safe and Secure New South Wales*, which is achieved by police working with the community to reduce violence, crime and fear.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 16,000 sworn officers providing a range of law and order services 24 hours a day, seven days a week to the socially, geographically and culturally diverse community of NSW.

The organisation has four function lines, based across a number of locations. Metropolitan Field Operations and Regional NSW Field Operations provide frontline services directly to the community. Investigations & Counter Terrorism provides investigative, technical and counter terrorism expertise. Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

The NSW Police Force is a proud employer of a diverse range of people. This includes, but is not limited to, people who identify as Aboriginal or Torres Strait Islander, LGBTIQ, people, with disability, people who come from a variety of cultural, religious or ethnic backgrounds, and workers of all ages. The NSWPF is committed to reflecting the diverse community we serve and creating an inclusive and respectful workplace for all employees, where difference is embraced, contributions are valued, and everyone has a sense of connection and belonging. This enables the growth and development of a talented and diverse workforce across the state, in a wide range of roles, at all levels.

The NSWPF *Statement of Values* and *Code of Conduct & Ethics* outlines appropriate behaviour for all NSW Police Force staff. All employees of NSWPF are expected to ensure ethics are incorporated into all aspects of their work making ethical behaviour, practices and decision making a part of daily routine. This further extends to ensuring confidentiality and information security is maintained at all times.

Work, Health and Safety legislation requires all employees to have specific responsibilities. This role is responsible ensuring that the work for which their position is responsible is carried out in ways which safeguard the health and safety of all workers.

Primary purpose of the role

The Quality Assurance Officer is responsible for working within a team supporting the business unit to ensure delivery of the quality assurance compliance program for the NSWPF.

Key accountabilities

- Provide advice in all areas related to the quality assurance/ compliance program; and work collaboratively and closely with all business areas to ensure professional delivery of cost effective and quality products and services.
- Effectively monitor quality assurance and track vehicles and equipment through the commissioning and decommissioning production process, including new vehicle delivery receipt, repairs, component refurbishments, changeover, returning vehicle condition quality check, rectifications to meet vehicle remarketing standards, final inspections, audit on-site vehicle status and Maintenance Authorisation Provider invoices.
- Supervise the changeover process including monitoring of contract performance delivery and inspection of vehicles to identify rectification requirements.
- Support ensuring serviceability of specialised and standard equipment including calibration, issue identification, raising defect reports and quality checks following delivery.
- Provide qualified specialist mechanical and electrical advice to internal and external stakeholders.
- Raise purchase orders for repairs and refurbishment work for returned vehicles and in-service vehicles.
- Ensure all work on fleet vehicles is maintained in the records management database efficiently.
- Support development and ensure implementation of appropriate frameworks, processes and standards are current and applied within the Quality Assurance Team/Contractors, ensuring compliance with sound and agreed organisational, financial, legal and commercial principles.

Key challenges

- Ability to perform efficiently against conflicting priorities, complex activities with a diverse customer and stakeholder base; and maintain satisfactory service standards under various levels of pressure.
- Build working relationships with internal and external stakeholders to ensure the process of vehicle changeover for NSWPF is efficient.

Key relationships

Who	Why
Internal*	
Manager	<ul style="list-style-type: none"> • Receive guidance and provide regular updates on key business activities, issues, priorities and business objectives. • Provide advice, discuss future direction and contribute to decision making. • Identify emerging issues/risks and their implications and propose solutions. • Escalate sensitive issues/risks.
Work Team	<ul style="list-style-type: none"> • Support team and work collaboratively to contribute to delivery of business outcomes • Information exchange
Customer/Clients	<ul style="list-style-type: none"> • Develop and maintain constructive working relationships. • Provide a client centric approach. • Resolve and provide solutions to issues and escalate where necessary. • Information exchange. • Identify needs and improve service provision.
External	

Who	Why
Contractors / Suppliers	<ul style="list-style-type: none"> • Provide qualified specialist mechanical and electrical advice and support in the development and in-service requirements of the vehicle fleet • Develop and maintain constructive working relationships • Manage and monitor provision of service to ensure performance and compliance within aligned agreements • Identify emerging issues/risks and their implications, and propose solutions • Provide advice and seek information regarding delivery, production and vehicle change-over
Relevant Industry Groups	<ul style="list-style-type: none"> • Establish professional networks and relationships to maintain currency of issues, share ideas and learning

Role dimensions

Decision making

This role has autonomy to make decisions regarding the prioritisation of day to day quality assurance/compliance functions in liaison with the Manager. The role also contributes ideas or solutions to improve fleet service delivery

Reporting line

This role may, depending on the command/business report to:

- Manager – Clerk 9/10 or 11/12
- Team Leader - Technical Officer (Grade 2)

Direct reports

- Nil

Budget/Expenditure

- Nil

Essential requirements





- Obtain and maintain the requisite security clearances for this position.
- Licensed motor mechanic or automotive electrician.
- Knowledge of asset management, production scheduling, quality assurance and compliance principles.
- Current NSW driver's licence.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth and develop and apply new skills Seek feedback from colleagues and stakeholders Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> Focus on key points and speak in 'Plain English' Clearly explain and present ideas and arguments Listen to others when they are speaking and ask appropriate, respectful questions Monitor own and others' non-verbal cues and adapt where necessary Prepare written material that is well structured and easy to follow by the intended audience Communicate routine technical information clearly

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Support a culture of quality customer service in the organisation Demonstrate a thorough knowledge of the services provided and relay to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs Co-operate across work areas to improve outcomes for customers
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> Complete work tasks to agreed budgets, timeframes and standards Take the initiative to progress and deliver own and team/unit work Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals Seek and apply specialist advice when required
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> Research and analyse information and make recommendations based on relevant evidence Identify issues that may hinder completion of tasks and find appropriate solutions Be willing to seek out input from others and share own ideas to achieve best outcomes Identify ways to improve systems or processes which are used by the team/unit
Results Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> Take responsibility for own actions Be aware of delegations and act within authority levels Be aware of team goals and their impact on work tasks Follow safe work practices and take reasonable care of own and others health and safety Escalate issues when these are identified

Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template	17.02.2017
V1.1	Agency Overview, Cluster and Minor amendments	30.10.2019