

Role Description

Senior Quality Assurance Advisor



Regional
NSW

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	Public Works Advisory and Regional Development
Location	Sydney
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	311111
PCAT Code	1119192
Date of Approval	June 2016 (updated September 2020)
Agency Website	www.drns.w.nsw.gov.au or www.publicworks.nsw.gov.au

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

Public Works Advisory (PWA) is part of the Department of Regional NSW. PWA supports local and state government agencies to deliver critical infrastructure initiatives by providing expert advisory, planning, delivery and support services. We bridge the gap between the government and the private sector, helping clients to maximise value, optimise costs and manage risks in their infrastructure programs and the lifecycle management of their assets.

Primary purpose of the role

The Senior QA Advisor audits service contract outcomes, performance and compliance on behalf of internal and external clients to ensure contractual compliance and support the business unit in the delivery of core client services.

Key accountabilities

- Provide auditing, inspection, monitoring and performance management services contracts on behalf of clients to ensure contractual compliance.
- Provide timely and accurate systems information to clients and contractors with the aim of achieving "best practice" in asset management.
- Maintain contract information databases and ensure data integrity in order to provide effective asset management services for clients, property and the community.

- Provide a range of project management and support services, including preparation of discussion papers, briefs and submissions, to contribute to the development and delivery of policy initiatives on quality assurance
- Prepare and review policy advice on quality assurance to ensure alignment with policy directions and inform decision making.
- Communicate with key internal and external stakeholders and coordinate working groups, committee meetings and stakeholder consultations, providing timely advice and information, along with negotiating and influencing strategies.

Key challenges

- Managing and prioritising own high volume work-flow which contributes to the achievement of client and business unit objectives
- Independently contributing to the integrity of systems and data for a variety of competing technical tasks in behalf of both internal and external clients
- Facilitating positive stakeholder and contractor relationships while maintaining commercially viable asset and property management outcomes

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Participate in discussions and decisions regarding policy development • Escalate issues and propose solutions • Receive guidance and provide regular updates on key tasks, issues and priorities
Work Team	<ul style="list-style-type: none"> • Support team members and work collaboratively to contribute to achieving team outcomes • Provide and receive feedback • Participate in meetings, share information and provide input on issues
External	
Stakeholders	<ul style="list-style-type: none"> • Respond to enquiries • Develop and maintain effective working relationships and open channels of communication • Report and provide updates on projects
Vendors and Service Providers	<ul style="list-style-type: none"> • Negotiate contracts and service agreements • Manage contacts and monitor provision of service to ensure compliance with contracts and service arrangements
Industry professionals/consultants	<ul style="list-style-type: none"> • Seek/maintain specialist knowledge/advice and collaboration on and keep up to date with industry best practice • Participate in forums, groups to represent the agency and share information

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control. It refers to a Manager decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

Senior Manager, Building and Place Services

Direct reports

Nil

Budget/Expenditure

As per the DFSI Financial Delegations

Essential requirements

- Appropriate trade, post-trade or tertiary qualifications and/or equivalent relevant working experience in Facility Management, Building or Commercial Cleaning.
- A valid NSW Driver's license and willingness to drive to remote locations which will include overnight stays.

Capabilities for the role


The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.



The capabilities are separated into **focus capabilities** and **complementary capabilities**.


Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
	Display Resilience and Courage	<ul style="list-style-type: none">• Be flexible and adaptable and respond quickly when situations change	Intermediate





	Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond appropriately • Work through challenges • Remain calm and focused in challenging situations 	
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation 	Adept
 <p>Relationships</p>	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community 	Adept
 <p>Results</p>	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed 	Intermediate
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share 	Intermediate

	Procurement and Contract Management Understand and apply procurement processes to ensure effective purchasing and contract performance	own ideas to achieve best outcomes	Intermediate
		<ul style="list-style-type: none"> • Generate ideas and identify ways to improve systems and processes to meet user needs • Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasing • Conduct delegated purchasing activities in line with procedures • Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements 	

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational