

# Role Description

## Quality Assurance Officer



Regional  
NSW

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	NSW Public Works
Location	NSW
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	224712
PCAT Code	1139192
Date of Approval	June 2016 (updated August 2020)
Agency Website	<a href="http://www.drnsw.nsw.gov.au">www.drnsw.nsw.gov.au</a> or <a href="http://www.publicworks.nsw.gov.au">www.publicworks.nsw.gov.au</a>

### 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.

NSW Public Works is part of the Department of Regional NSW and supports local and state government agencies to deliver critical infrastructure initiatives by providing expert advisory, planning, design, delivery, and support services. Our work is in the hospitals, dams, water treatment plants and high schools – the real foundations of prosperous communities. Every day we help shape the ambitious projects that bring progress to more people in NSW. From forging a more sustainable relationship with the land around us, to engineering the big ideas of the future. In every challenge we see the chance to build stronger and more connected communities.

### Primary purpose of the role

The role conducts audits of cleaning and facilities management contract outcomes, performance and compliance on behalf of internal and external clients to ensure contractual compliance. The QA Officer supports the business unit in the delivery of core client services.

### Key accountabilities

- Provide auditing, inspection, monitoring and performance management services for cleaning and facilities management contracts on behalf of client agencies to ensure contractual compliance
- Provide timely and accurate systems information to client agencies 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 client agencies, property and the community

- Seek advice and guidance from senior officers on complex contractual, sensitive and complex matters
- Comply with relevant probity, procurement and contract management legislation, policies and procedures by maintaining and acting upon current knowledge of these documents
- Provide timely advice and information and utilise key communication, negotiation and influencing strategies to develop and maintain strong business relationships with client agencies

## 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 on 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
<b>Internal</b>	
Manager	<ul style="list-style-type: none"> <li>• Provide sound advice and guidance on technical issues related to cleaning and facilities management services</li> <li>• Participate in discussions and decisions regarding business development opportunities</li> </ul>
Work Team	<ul style="list-style-type: none"> <li>• Work collaboratively with team members to contribute to achieve business outcomes</li> <li>• Participate in meetings to share information and provide input on issues</li> </ul>
<b>External</b>	
Customers/Stakeholders	<ul style="list-style-type: none"> <li>• Develop and maintain effective working relationships and open channels of communication to ensure stakeholders are well informed</li> <li>• Contribute to a client-focused approach to service delivery</li> </ul>
Vendors/Service Providers	<ul style="list-style-type: none"> <li>• Provide sound advice and guidance on technical issues related to cleaning and facilities management services</li> <li>• Monitor provision of service to ensure compliance with contracts and service agreements</li> </ul>
Industry Professionals/Consultants	<ul style="list-style-type: none"> <li>• Seek/maintain specialist knowledge/advice and keep up to date with industry best practice</li> <li>• Participate in forums, groups to represent the agency and share information</li> </ul>

## Role dimensions

### Decision making

The QA Officer must be able to work independently and be able to manage contractor's performance and client issues in line with the contract specifications and in consultation with the Senior Manager, Building and Place Services. The role is 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

In line with the Dept. of Regional NSW and NSW Public Works delegation manuals

## Essential requirements

- Appropriate trade, post-trade or tertiary qualifications and/or relevant working experience in facility management, building or commercial cleaning
- Must have a current NSW Driver Licence.
- Must be willing to drive or fly to and work in remote locations around NSW up to 26 weeks per year. The travel will be Monday to Friday (4 nights away) every second week.

## 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
 Personal Attributes	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct and illegal and inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest and encourage others to do so</li> </ul>	Intermediate
 Relationships	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> <li>• Focus on providing a positive customer experience</li> <li>• Support a customer-focused culture in the organisation</li> <li>• Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers</li> <li>• Identify and respond quickly to customer needs</li> <li>• Consider customer service requirements and develop solutions to meet needs</li> <li>• Resolve complex customer issues and needs</li> <li>• Cooperate across work areas to improve outcomes for customers</li> </ul>	Intermediate
 Results	<b>Deliver Results</b> Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> <li>• Seek and apply specialist advice when required</li> <li>• Complete work tasks within set budgets, timeframes and standards</li> <li>• Take the initiative to progress and deliver own work and that of the team or unit</li> <li>• Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals</li> <li>• Identify any barriers to achieving results and resolve these where possible</li> <li>• Proactively change or adjust plans when needed</li> </ul>	Intermediate
 Business Enablers	<b>Procurement and Contract Management</b> Understand and apply procurement processes to ensure effective purchasing and contract performance	<ul style="list-style-type: none"> <li>• Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasing</li> <li>• Conduct delegated purchasing activities in line with procedures</li> <li>• Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements</li> </ul>	Intermediate

## **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
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	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	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate