

Role Statement



TITLE OF POSITION: QUALITY ASSURANCE OFFICER
CLASSIFICATION LEVEL: ASO-5

Organisation Overview

The Department of Planning, Transport and Infrastructure (DPTI) serves the South Australian community by providing safe, effective and efficient planning, transport and infrastructure networks across the state and facilitating development of the State's Infrastructure, in accordance with South Australia's Strategic Plan and the State Infrastructure Plan.

DPTI is a values based organisation and relies on its people to live the values through positive behaviours to improve outcomes for employees and all South Australians.

By working together we capitalise on a unique and powerful opportunity – to connect with every part of our community and deliver positive outcomes every day.

Division

People and Business comprises four directorates: Customer Experience, Investment Services, Information Services and People and Performance.

Information Services provides a wide range of essential supporting services to the Department including:

- Business Partnerships - engaging with the business to develop initiatives in line with business needs and value for money outcomes
- Solution Services - delivering new and enhanced solutions to optimise and transform business processes
- Operational Services - providing support and management of IS platforms and systems including record management functions
- Strategic and Quality Services - providing the governance, security and compliance frameworks to ensure the quality of outcomes delivered

Role Overview

The Quality Assurance Officer is accountable to the Unit Manager, Quality Assurance within the Strategic and Quality Services Section. The role contributes to the development, implementation and monitoring of the Information Services Directorate's quality assurance and continuous improvement frameworks. With a strong focus on innovation, rigour and improvement, the role works collaboratively with stakeholders on the development and effective communication of supporting policies, standards and procedures to ensure the Directorate's delivery of consistent, measurable and effective services and solutions.

The role also contributes to the development and maintenance of critical assurance services such as business continuity, audit and risk management plans, Freedom of Information application research coordination, documentation standards and software testing frameworks.

Directorate:
Position Number:
ANZCO Code: 2632
Location: #9565290



Government of South Australia
Department of Planning,
Transport and Infrastructure

Key Outcomes of the Role

The Quality Assurance Officer is required to undertake a wide range of activities which may include all or any of the following:

- a. Implementing and/or coordinating assigned agency programs, projects, systems, policy development processes and/or services that are considered to be broad in scope and may include supporting related planning, change and improvement functions.
- b. Motivating and/or mentoring staff and controlling allocated resources to deliver assigned agency programs, projects, systems, policy development processes and/or services.
- c. Resolving complex issues with innovative solutions that are consistent with Agency objectives which may include developing and selecting new techniques and methodologies appropriate to the discipline and agency.
- d. Providing high level analysis, research, information and expert advice that will assist in the development of assigned agency programs, projects, systems, policies and/or services.
- e. Undertaking critical, sensitive and/or complex information, consultation and/or negotiation processes with stakeholders and across government agencies.
- f. Coordinating investigations and preparing reports and recommendations on matters of some complexity and sensitivity.
- g. Contributing to a safe, diverse and healthy work environment free from discrimination and harassment by working in accordance with legislative requirements, the [Code of Ethics for the South Australian Public Sector](#), equal employment opportunity and departmental human resource policies, including Work Health Safety and Wellbeing requirements.
- h. Contributing to a high standard of customer service for internal and external clients and quality management and risk.

Special Conditions and Essential Requirements

Qualifications / Licences

- a. Nil.

Person Capabilities

- a. Works respectfully and effectively with Aboriginal and Torres Strait Islander people, and understands their cultural values and ensures programs and services are accessible and meets Aboriginal community needs.
- b. Demonstrates a commitment to communicating and facilitating cultural change by influencing the workforce to actively engage and exhibit behaviours reflecting the DPTI values including:
 - i. **Collaboration** – “At DPTI we work collaboratively as one team to serve the South Australian Community. This means our diversified teams work together to achieve our shared goals.”
 - ii. **Honesty** – “At DPTI we are honest, open and act with integrity. This means we are truthful, sincere and transparent in our decision making and act at all times in such a way as to uphold the trust of the people we work with.”

- iii. **Excellence** – “At DPTI we are committed to excellence in everything we do. This means we use our energy, skills and resources to make whatever we’re doing the best. We are committed to ensuring the Health and Safety of our employees and customers.”
 - iv. **Enjoyment** – “At DPTI we enjoy our work and recognise our success. This means we have fun at work, celebrate our achievements and foster an environment where our people can thrive”.
 - v. **Respect** – “At DPTI we respect, understand and value ourselves and every person in our business. This means we listen, embrace diversity in others and have a consistent application in our approach to one another.”
- c. Facilitates a culture of integrity, professional accountability and diversity across the department and across government, and through community interactions in line with the SA Government's Code of Ethics and the *Equal Employment Opportunity Act 1987*.
 - d. Demonstrates commitment and accountability to the implementation of the Premier's Safety and Wellbeing Declaration and requirements of the *Work Health and Safety Act 2012*, utilising AS/NZS ISO31000:2009 Risk Management or equivalent.
 - e. Understands and is responsive to customer needs and perspectives, and provides a professional positive experience while managing outcomes which respect DPTI's systems, processes, and policies.
 - f. High level analytical and research skills to evaluate complex information, provide expert advice and communications, and develop clear correspondence and reports with recommendations for time critical deadlines.
 - g. Proven ability to work under limited direction, independently or as part of a team, identify performance outcomes, plan and coordinate activities, set priorities, achieve objectives within deadlines and make timely and well informed decisions.
 - h. Contemporary knowledge of the discipline and the issues, risks, trends and directions associated with the span of assigned functions including an understanding of related government programs and policies.

Delegate Approval

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Name

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Signature

Date: / /