ORGANISATIONAL CONTEXT

Organisational Role
The Department of Treasury and Finance supports the Government’s key economic, social and financial policy outcomes through the provision of advice and coordination of resource allocation for Government programs. The Department also provides financial and support services to the Government and the community, covering asset and liability management, collection of state taxes, insurance, superannuation, strategic procurement, contract management and vehicle fleet management.

Our values statement clearly identifies how our people will behave to support the strategic direction of the Department. This information is clearly identified in the Department’s Corporate Plan.

Business Unit Role
Shared Services SA will deliver corporate and business services more efficiently to all government portfolios. The shared services entity will consolidate and improve the delivery of internal administrative services by developing simpler, faster, more robust and efficient processes and systems.

Our values (Honesty, Team Spirit, Trust, Boldness and Respect) dictate the way we interact with each other, with our Clients and guide the way that we make decisions. They form the fabric of our culture, permeating every aspect of our organisation.

ROLE OF QUALITY ASSURANCE LEADER

Purpose
The Quality Assurance Leader is responsible for developing, implementing and maintaining appropriate internal controls and quality assurance systems within a designated service delivery section to ensure the quality of service standards are in accordance with established Service Level Determinations and service designs.

The Quality Assurance Leader will be accountable for undertaking quality audits, conducting analyses and maintaining quality records within a designated service delivery section to ensure effective audit, risk management and compliance against legislation, policies and procedures.

Special Conditions
<table>
<thead>
<tr>
<th>Work Status</th>
<th>Incumbents must hold current Australian work eligibility status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td>Adelaide Metropolitan</td>
</tr>
<tr>
<td>Position</td>
<td>The incumbent may be assigned to another position within Shared Services SA at this remuneration level</td>
</tr>
<tr>
<td>Qualifications</td>
<td>Not Applicable</td>
</tr>
<tr>
<td>Out-of-hours work</td>
<td>May be required</td>
</tr>
<tr>
<td>Travel</td>
<td>Intrastate and interstate travel may be required</td>
</tr>
<tr>
<td>Performance</td>
<td>Incumbents are required to participate in Performance Management</td>
</tr>
</tbody>
</table>
Reporting and Working Relationships

The Quality Assurance Leader is accountable to the Service Delivery Director and will be required to liaise with other Quality Assurance Leaders, Service Delivery Directors, Operational Team Leaders, Technical Development Leaders, the Corporate Compliance & Risk team, and employees within Shared Services SA.

The Quality Assurance Leader will:

- Plan, develop and undertake quality audits and analyses activities within a designated service delivery section to ensure individuals and teams comply with established internal controls, quality assurance systems, legislation, policies and procedures.
- Conduct quality assurance investigations of non-conforming processes, including identifying underlying causes, and developing and coordinating recommended corrective actions.
- Together with Directors, Managers and Team Leaders, identify and analyse quality assurance gaps and any associated training and development needs to continuously improve the delivery of designated corporate and business services to SA Government client Agencies, and their employees.
- Develop and maintain quality assurance systems within a designated service delivery section, including the development of quality checklists, procedures, processes, supporting tools and techniques.
- Provide specialist technical advice and support to management and staff on complex matters in accordance with established government policies, procedures and legislative requirements.
- Ensure quality assurance records and information are collated and analysed on a regular basis and records are maintained in a quality assurance repository.
- Prepare detailed audit records summarising audit observations, findings, conclusions, any proposed new quality controls and any follow-up actions to be taken.
- Work collaboratively with other Quality Assurance Leaders, Operational Team Leaders and Technical Development Leaders across Shared Services SA to identify quality assurance gaps and implement corrective action.
- Encourage and develop a culture of high performance, professionalism and continuous improvement, and identify opportunities and solutions to improve service delivery.

TECHNICAL OR EXPERT KNOWLEDGE/EXPERIENCE

- Proven written and verbal communication skills, including advising management on complex matters
- Ability to identify and analyse problems and to develop and recommend solutions
- Experience in the establishment, implementation, review or continuous improvement of internal controls, policies, practices and processes.
- An understanding of the principles of Quality Assurance, Risk Management and continuous improvement and how they relate to a shared services environment.
- Possess a high degree of technical knowledge in a relevant service delivery function.
- Ability to develop and maintain positive working relationships with Directors, team members and client groups.
- Ability to plan, organise and prioritise tasks and resources to ensure work is completed efficiently and effectively.
- Possess and promote a commitment to service excellence and the continuous improvement of service standards.
- Ability to adapt and maintain effectiveness through major change in work tasks or work environment.
- An understanding of and ability to work to the spirit and principles of the Premier’s Safety and Wellbeing in the Public Sector Declaration and the legislative requirements of the Occupational Health Safety and Welfare Act.