

# Role Description

## Quality Assurance Officer



<b>Cluster</b>	Communities & Justice
<b>Department/Agency</b>	Department Communities & Justice / Homes NSW
<b>Division/Branch/Unit</b>	Housing Portfolio / Portfolio Management (Assets)
<b>Classification/Grade/Band</b>	Administration & Clerical Grade 7/8
<b>ANZSCO Code</b>	531111
<b>PCAT Code</b>	1119192
<b>Date of Approval</b>	17 October 2023
<b>Agency Website</b>	<a href="http://www.nsw.gov.au/departments-and-agencies/homes-nsw">www.nsw.gov.au/departments-and-agencies/homes-nsw</a>

### Agency overview

The NSW Government is determined to make NSW a place where everyone has access to safe and secure housing, and where experiences of homelessness are rare, brief and non-recurring.

Homes NSW is a division of the Department of Communities and Justice. It brings together the housing and homelessness functions of the Department of Communities and Justice, the NSW Land and Housing Corporation, Aboriginal Housing Office and key worker housing functions from across government all under one roof.

Homes NSW leads work to deliver more social and affordable housing, end the cycle of homelessness, and deliver quality public housing to our 262,000 tenants across NSW.

As a single division, we are streamlining services to ensure we meet the needs of the people we support, with empathy, efficiency and effectiveness. We are elevating the voice of people with lived experience of social housing, housing services and homelessness.

We strive for excellence in service delivery and partner with all levels of government, sector and communities to address the housing crisis.

Most importantly, Homes NSW puts people at the heart – including our staff. Working for us means you are joining a division where your expertise and skills will be valued.

### Primary purpose of the role

Plan and conduct Quality Assurance (QA) and onsite audit inspections on range of capital and recurrent programs such as Property Assessment Survey (PAS), Detailed Property Assessment Survey (DPAS), Fire Safety Program and the issuance of audit findings and reports, including close-out with relevant service providers as part of continuous improvement.

### Key accountabilities

- Plan and undertake QA site and desktop audits using computer-aided auditing techniques (CAAT) as well as traditional auditing methods, generate audit reports to identify non-compliances.
- Prepare audit plans using data stratification and sample extraction methods and coordinate inspections schedule to organise access appointments in a timely manner.

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- Close out of audit findings by ensuring outcomes of audits are collated and summarised in order to liaise with relevant Service Providers in accordance with Performance Management Framework (PMF) of relevant contracts.
- Conduct training and accreditation of external service providers to support consistent and adequate resource inductions to achieve program objectives to high standards.
- Provide advice to develop and issue Clarification and Practice notes to Service Providers, on range of compliance and upgrade programs in order to clarify requirements and achieve consistency.
- Provide specialist advice on internal control and participate in enhancing internal audit standards and practices within Housing Portfolio.
- Provide advice, reports, feedback to compliance issues to key stakeholders in a manner that contributes to positive relationship building and supports ongoing effective and efficient working environment.

### Key challenges

- Managing conflicting priorities to meet program objectives and team goals.
- Stakeholder relationship management whilst dealing with service provider's performance issues with respect to quality.
- Coordination with multiple teams for seeking information and timely advice required for effective planning of audit inspections.

### Key relationships

#### Internal

Who	Why
Project Manager, Director, Principal Compliance Manager Principal Upgrade Manager	<ul style="list-style-type: none"><li>• Receive broad guidance, exchange information and provide advice.</li></ul>

#### External

Who	Why
External Service Providers	<ul style="list-style-type: none"><li>• Work collaboratively, provide information.</li></ul>

### Role dimensions

#### Decision making

Apply the principles and business requirements of relevant projects while undertaking site audits in order to determine non-compliances and prepare the audit findings report on its basis.

The ability to exercise delegations are subject to:

- restrictions outlined in the delegation schedule and/or guidelines.
- any direction, policy or procedure provided from your reporting officer (or higher) restricting your use of delegations.

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### Reporting line

Line Manager.

### Direct reports

Nil.

### Budget/Expenditure

As per the Administrative and Financial delegation instruments.

### Key knowledge and experience

- Nil.

### Essential requirements

- Qualifications in Engineering, Architectural, Building, Surveying, Project/Business management or related construction discipline.

### 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
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 <p>Personal Attributes</p>	<p><b>Manage Self</b></p> <p>Show drive and motivation, an ability to self-reflect and a commitment to learning</p>	<ul style="list-style-type: none"> <li>• Keep up to date with relevant contemporary knowledge and practices</li> <li>• Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>• Show commitment to achieving challenging goals</li> <li>• Examine and reflect on own performance</li> <li>• Seek and respond positively to constructive feedback and guidance</li> <li>• Demonstrate and maintain a high level of personal motivation</li> </ul>	<p>Adept</p>
 <p>Relationships</p>	<p><b>Communicate Effectively</b></p> <p>Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> <li>• Tailor communication to diverse audiences</li> <li>• Clearly explain complex concepts and arguments to individuals and groups</li> <li>• Create opportunities for others to be heard, listen attentively and encourage them to express their views</li> <li>• Share information across teams and units to enable informed decision making</li> <li>• Write fluently in plain English and in a range of styles and formats</li> <li>• Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>	<p>Adept</p>
 <p>Relationships</p>	<p><b>Work Collaboratively</b></p> <p>Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> <li>• Build a supportive and cooperative team environment</li> <li>• Share information and learning across teams</li> <li>• Acknowledge outcomes that were achieved by effective collaboration</li> <li>• Engage other teams and units to share information and jointly solve issues and problems</li> <li>• Support others in challenging situations</li> <li>• Use collaboration tools, including digital technologies, to work with others</li> </ul>	<p>Intermediate</p>
 <p>Relationships</p>	<p><b>Influence and Negotiate</b></p> <p>Gain consensus and commitment from others, and resolve issues and conflicts</p>	<ul style="list-style-type: none"> <li>• Use facts, knowledge and experience to support recommendations</li> <li>• Work towards positive and mutually satisfactory outcomes</li> <li>• Identify and resolve issues in discussion with other staff and stakeholders</li> <li>• Identify others' concerns and expectations</li> <li>• Respond constructively to conflict and disagreements and be open to compromise</li> <li>• Keep discussions focused on the key issues</li> </ul>	<p>Intermediate</p>

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	<p><b>Deliver Results</b></p> <p>Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<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
	<p><b>Plan and Prioritise</b></p> <p>Plan to achieve priority outcomes and respond flexibly to changing circumstances</p>	<ul style="list-style-type: none"> <li>• Understand the team and unit objectives and align operational activities accordingly</li> <li>• Initiate and develop team goals and plans, and use feedback to inform future planning</li> <li>• Respond proactively to changing circumstances and adjust plans and schedules when necessary</li> <li>• Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals</li> <li>• Accommodate and respond with initiative to changing priorities and operating environments</li> </ul>	Intermediate
	<p><b>Project Management</b></p> <p>Understand and apply effective planning, coordination and control methods</p>	<ul style="list-style-type: none"> <li>• Perform basic research and analysis to inform and support the achievement of project deliverables</li> <li>• Contribute to developing project documentation and resource estimates</li> <li>• Contribute to reviews of progress, outcomes and future improvements</li> <li>• Identify and escalate possible variances from project plans</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.

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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	Intermediate
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
 Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
 Results	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
 Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
 Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate