

POSITION DESCRIPTION

POSITION: *Quality and Compliance Officer (QCO)*

REPORTS TO: *Chief Operation Officer (COO)*

DEPARTMENT: *Administration*

LOCATION: *Wellcamp Airport*

INCUMBENT:

DATE:

PURPOSE OF JOB

Assisting with the implementation and maintenance of FTA's quality management system (QMS), providing expert knowledge in all aspects of quality and assisting the driving of the compliance framework across all operational areas of the business.

PRINCIPLE ACCOUNTABILITIES

Quality

Assisting the Manager Quality and Compliance (MQC) and Management to ensure that the service FTA provides is fit for purpose and meets both external and internal requirements. The QCO coordinates activities required to meet quality standards:

- a. Support and monitor quality improvement initiatives.
- b. Assist with establishment, implementation and maintenance of processes for FTA's Quality Management System (QMS).
- c. Determine, record and report any problems relating to the operations of FTA's production process as revealed by the quality system, including the principal causes of quality losses and non-conformances.
- d. Develop the quality goals and targets in conjunction with managers.
- e. Provide guidance, mentoring and support to auditors and monitor their performance.
- f. Ensure the promotion and awareness of customer requirements throughout FTA responsibilities.
- g. Monitor and advise on how the QMS is performing regarding FTA's performance against set measures.
- h. Assist with the coordination of internal and external audits.

- i. Participate in staff meetings, policy and organisational development activities.
- j. Maintain accurate and comprehensive records of audit activities, findings and decisions.
- k. Monitor the evaluation of external providers.

Compliance

Assisting the MQC and Management to ensure the driving of the compliance framework across all operational areas of the business. This will include keeping up to date with current legislation to ensure policies and procedures remain compliant across FTA.

- a. Assist with ensuring compliance with all regulatory authorities including but not limited to ASQA, ESOS, CRICOS, AQF, Standards for RTOs 2015 and VET Student Loans Rules 2016.
- b. Monitor the implementation of processes and standards to ensure compliance with ASQA.
- c. Assist in the management of FTA's internal auditing program to ensure compliance.
- d. Monitor RTO compliance to meet changing business and industry demands as well as legislative requirements.
- e. Collaborates with all departments to direct compliance issues to appropriate existing channels for investigation and resolution.
- f. Disseminate written policies and procedures related to compliance activities.
- g. Assist with the development, maintenance and revision of policies and procedures for the general operation of compliance and its related activities to prevent illegal, unethical, or improper conduct.
- h. Ensure all staff are trained in and adhere to FTA's policies and procedures.
- i. Assist with the development and review of RTO standards to ensure continuing currency and relevance in providing guidance to management and employees.
- j. Comply with ASQA's general directions and any other conditions that ASQA may impose.

ATTRIBUTES AND EXPERIENCE

- a. Experience and/or formal training in quality assurance including RTO regulatory requirements, policies and procedures.
- b. Qualified ISO 9001 internal auditor.
- c. Operational knowledge of maintaining quality systems to ISO 9001:2015.

- d. A strong track record working within a Quality function.
- e. Exposure and working understanding of regulatory bodies and authorities.
- f. Possess strong motivational and influencing skills.
- g. High level of demonstrated verbal, listening and written communication skills.
- h. Extremely driven and proactive individual with the ability to work independently.
- i. Excellent time management and organisational skills, with the ability to build strong relationships with internal and external stakeholders.
- j. Strong analytical skills and attention to detail and have the ability to perform to a high standard, as well as having strong leadership skills.
- k. Good Microsoft application skills.
- l. Highly developed communication skills and the ability to coordinate projects.

WORK HEALTH AND SAFETY

- a. Work in a safe manner without risk to yourself, others or the environment.
- b. Complying with the WHS management plan, and following all standard operating procedures.
- c. Report all incidents to the supervisor.
- d. Report all injuries and illnesses to the designated first aid officer and WHS officer.
- e. Report all WHS hazards to WHS representative or WHS officer.
- f. Active participation in agreed WHS consultation mechanisms, including provision of suggestions on how WHS issues can be addressed or WHS methods may be improved.
- g. Seeking of assistance if unsure of WHS rules or work methods.
- h. Report any faulty tools, plant or equipment to the supervisor.
- i. Compliance with and adherence to all workplace rules.
- j. Correctly using, maintaining and caring for all personal protective equipment provided.
- k. Compliance with all emergency and evacuation procedures.

OTHER ACTIVITIES:

- a. Responsible for providing input and offering recommendation for the improvement of company processes and procedures.
- b. Compliance with the organisation Quality System as it relate to their area of activity.
- c. All other reasonable activities, as requested by management.

ACKNOWLEDGEMENT OF ACCEPTANCE

Signature of job holder: _____ Date: _____

Signature of supervisor: _____ Date: _____