



Job Description

Administration Officer – Quality Assurance

Human Resources

Department:	Group Services
Primary Location:	Bowden
Award/Classification:	Social, Community, Home Care and Disability Services Award 2010 (Level 3/4)
Status of Employment:	As per individual contract
Date Reviewed:	July 2024
Reports To:	Quality and Business Improvement Manager (QBIM)

Position Summary	
<p>The Administration Officer – Quality Assurance provides support and assistance for the maintenance of Unity’s Digital File Management System, document control and reporting and compliance activities. Key responsibilities include formatting and maintenance of master document files, monitoring of compliance reporting files and the provision of general administrative assistance in the QA area.</p> <p>Key responsibilities include:</p> <ul style="list-style-type: none"> • Support maintenance of master document files • General administrative support 	

Key Reporting / Working Relationships	
Internal	External
<ul style="list-style-type: none"> • Reports to Quality and Business Improvement Manager (QBIM) • Works collaboratively within the Group Services Team and across the organisation 	<ul style="list-style-type: none"> • Office of Housing Regulation

Special Conditions
<ul style="list-style-type: none"> • Hours of work are as per contract • Position is based at the designated office but there may be a requirement to work across all Unity sites • A six month probationary period will apply • 5 weeks annual leave (pro rata for part time). Casuals receive the casual loading in accordance with the relevant Award in lieu of paid leave entitlements • Operate within Unity’s Policy and Procedure framework, as amended from time to time • Authority to initiate and approve expenditure within financial delegation limits, as per Unity’s Delegations of Authority policy (Appendix A - Schedule of Delegations) • Some out of hours work may be required during peak times of activity or tight deadlines and will be negotiated in advance, where applicable and approved overtime or TOIL will apply • Prior to appointment and on an ongoing basis staff must undergo satisfactory criminal and relevant history screenings • Current full driver’s licence required with no limitations • All Unity Housing staff are expected to participate in activities and spirit of Unity’s Reconciliation Action Plan (RAP) and to contribute towards the achievement of the organisation’s Environmental, Social and Governance (ESG) outcomes



Job Description

Administration Officer – Quality Assurance

Human Resources

KEY RESPONSIBILITIES

Document Management

Provide administrative support for Document Management and Control, including:

- Support accurate maintenance of master document files.
- Support maintenance of digital filing systems including document and form libraries.
- Support formatting and version control of controlled documents.
- Support the maintenance of standard document templates.
- Assist in the development of draft documents.
- Support in the maintenance of document review schedule, including preparing Word versions for review.
- Assist in the research, consultation, development, implementation and review of a range of operational and organisational forms, procedures and work instructions.
- Administer the archiving process.

QA Administration Support

Provide administrative support to assist in the Quality Assurance (QA) process, including:

- Assist in the production of reports, pivot tables, charts, documents including word processing and formatting, ensuring accuracy, high quality presentation and incorporating standard templates.
- Collect, collate and present data for reporting and analysis.
- Undertake research as directed, to collect and process information and data.
- Administrative support for WHS Committee meeting, including minutes and agenda distribution.
- Administrative support for the complaints management process.
- Assist in the administration of internal audits and the development of a continuous improvement framework.
- Back up general administrative support for QBIM.
- Support the development of surveys using various platforms, including Microsoft Forms.

Group Services Administration Support

Provide administrative support for the Group Services team, including:

- Back-up administrative support for Group Services team meetings, and other meetings as required (e.g. Reconciliation Action Plan (RAP) Working Group).
- Document formatting and proof-reading support for Group Services team.
- Action and manage QA requests as allocated via inbox.
- Perform additional administrative tasks for Group Services as prioritised.

Other Duties

- Any other duties appropriate to the role.



Administration Officer – Quality Assurance

Key Performance Indicators

The following areas will be assessed and measured through Unity’s Performance Review and Development Program to monitor effective performance in accordance with the requirements of this Job and Person Specification and the employment contract:

- Ability to prioritise and meet deadlines
- Attention to detail and accuracy of work produced
- Document management systems accurately maintained

Specific Performance Measures (KPI’s) will be identified in conjunction with the QA Manager for this role to ensure that outcomes detailed in the above Key Responsibilities are properly measured in determining the level of performance.

Values and Behaviours

All Unity staff are required to model the following behaviours and values and participate in performance reviews and management as directed and in line with published expectations as outlined in the Code of Conduct, Strategic Plan and related documents. These are available on Unity’s intranet and website and updated as necessary:

- Social Justice
- Innovation and Creativity
- Collaboration and Partnerships
- Transparent and Ethical Behaviour
- Leadership and Professionalism
- Empowerment and Respect

PERSON SPECIFICATION

Education/Qualifications

Essential:

- Relevant training in Microsoft applications.
- Certificate IV in Business Administration or related discipline.

Desirable:

Experience

Essential:

- Demonstrated experience with Microsoft applications, including PowerPoint and Excel.
- Proven extensive administrative experience.

Desirable:

- Previous experience with quality systems, documentation and processes.
- Administrative assistance in community services environment.
- Experience working in a not-for-profit environment.
- Experience working with SharePoint.



Job Description

Administration Officer – Quality Assurance

Human Resources

Knowledge/Skills	
Essential:	Desirable:
<ul style="list-style-type: none"> • Excellent time management skills. • Meticulous attention to detail. • Excellent written and verbal communication skills. • Ability to work autonomously and demonstrate initiative when required. • Intermediate/advanced Word skills; intermediate Excel skills. 	<ul style="list-style-type: none"> • Understanding of continuous improvement principles.

Approval:

Chief Executive Officer:

Date: 26 July 2024

I acknowledge receipt of and agree to the duties and expectations as outlined within this job description.

Name:		Signature:		Date:	
--------------	--	-------------------	--	--------------	--

Initials	
-----------------	--