



Senior Quality Assurance Officer

Branch:	Quality Assurance
Directorate:	Driver and Vehicle Services
Position Number:	00025486
Classification:	Level 3
Physical Location:	Tassels Place, Innaloo
Award/Agreement:	Public Service Award & Public Service and Government Officers General Agreement

Department of Transport's vision is to have the best integrated and intelligent transport services and solutions for the State. We provide and enable safe, accessible and efficient movement for the economic and social prosperity of Western Australia.

The Department forms part of the Transport portfolio and includes Main Roads WA and the Public Transport Authority.

Our Values:

We welcome [*Fresh Thinking*](#) and finding better ways of working

We set [*Clear Direction*](#) and have the courage to follow through

We work together to deliver [*Excellent Service*](#)

We make things happen through our [*Great People*](#)

Department of Transport (DoT) is an equal opportunity employer and embraces diversity as we believe the best services come from a workplace in which varied viewpoints are welcomed and encouraged.

Overview of Directorate

Driver and Vehicle Services (DVS) is responsible for administering all aspects of driver and vehicle licensing in accordance with Western Australia's 'road law' as defined in the *Road Traffic (Administration) Act 2008* and subsidiary Regulations.

DVS has one of the greatest number of interactions with the public of any State Government Agency. Managing licensing functions for over 1.8 million WA registered drivers and 2.8 million WA registered vehicles. To ensure the safety of the users and vehicles on WA's expansive road network, DVS works in partnership with other agencies to ensure that mobility on WA roads is efficient and free flowing. DVS is represented on State and National transport committees and councils to ensure that Western Australian transport policy objectives and road safety programs are facilitated and achieved utilising an effective, collaborative and consultative approach.

The DVS mission is Safe Drivers, Safe Vehicles, Secure Identities, and Quality Service.



Overall Purpose of the Role

The Senior Quality Assurance officer is responsible for analysing and preparing reports, system data and other documentation to identify potential risk areas as related to the business of Driver and Vehicle Services. The position prepares and presents training to internal staff together with external providers on practices, processes and procedures to be followed when undertaking the processing of transactions. Provides support to the Team Leader in implementing continuous improvement processes, policies, procedures, system steps, change management and standards.

Work Description

1. ROLE SPECIFIC

- 1.1 Analyses and prepares reports, system data and other documentation to identify potential risk areas as related to the business of Driver and Vehicle Services.
- 1.2 Undertakes the preparation of material and presents training to internal staff together with external provides on practices, processes and procedures to be followed when undertaking the processing of transactions.
- 1.3 Supports the Team Leader in implementing continuous improvement processes, policies, procedures, system steps, change management and standards.
- 1.4 Liaises with internal staff, external providers and business partners on a range of quality assurance matters.
- 1.5 Undertakes projects relating to quality assurance as required.
- 1.6 Undertakes a quality assessment of practices, processes and procedures of business activities undertaken within DVS.
- 1.7 Ensures that transactions, data and information processed comply with standards.
- 1.8 Provides advice, support and where required direction to Customer Service and other staff together with external providers on DVS processes and procedures.
- 1.9 Provides assistance to the Team Leader in reviewing and determining training requirements that result in more effective, efficient and timely services being provided.
- 1.10 Undertakes quality assurance processes within DVS and those undertaken by service providers to ensure the accuracy and integrity of transactions processed.
- 1.11 Provides responses to queries generated through the electronic mailbox.
- 1.12 Undertakes other duties as required.



Work related requirements

The following criteria are to be applied within the context of this position, which includes alignment to the Department's values.

Criteria

ESSENTIAL:

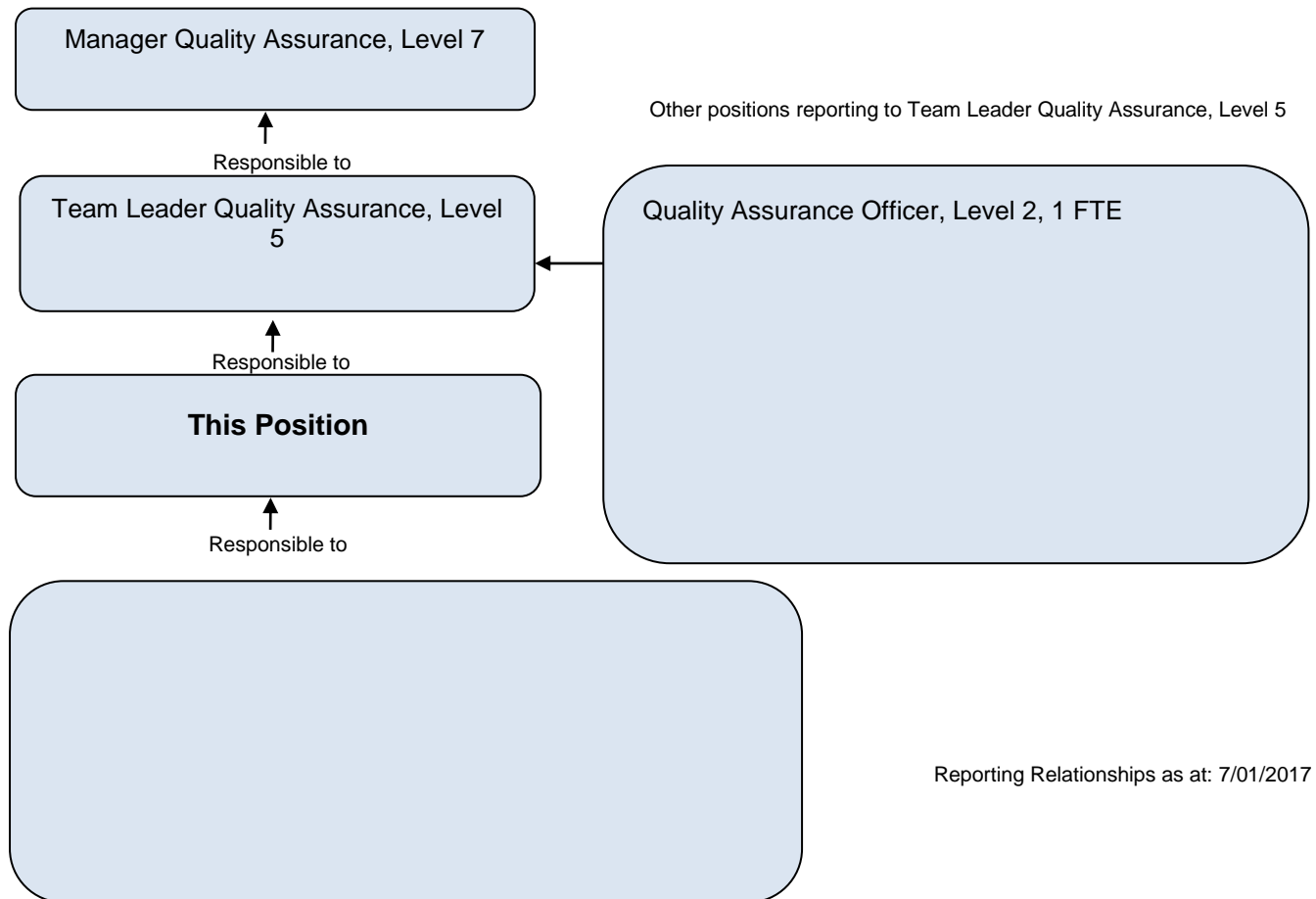
1. Demonstrated experience working within a complex and high volume front line customer service environment.
2. Experience in identifying, developing, implementing and facilitating training needs and programs to ensure effective and efficient standards of service are provided.
3. Demonstrated verbal, written and interpersonal skills, together with the ability to engage and liaise with a variety of customers and stakeholders.
4. Analytical, research and evaluation skills, including the ability to resolve complex problems.
5. Planning, prioritising and organisational skills to ensure timeframes are met.
6. Ability to work autonomously and in a team environment.

DESIRABLE:

1. Knowledge of, and experience in using, the Transport Executive Licensing Information System (TRELIS).



Reporting Relationships



Allowances/Special Conditions

- A current national police clearance certificate incorporating criminal and traffic convictions and infringements.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Executive Director
People and Organisational Development