



## QUALITY AND ASSURANCE OFFICER

Position Number: 6177 Level: 6

ANZSCO: 224999

### JOB DESCRIPTION FORM

#### THE ROLE

The Quality and Assurance Officer roles provides a quality and assurance consultancy service for the Project Management Office (PMO) and project delivery teams. The role supports the delivery of strategic projects through planning for and organising resource requests and performs quality and assurance reviews for strategic projects.

The role is also responsible for managing and monitoring the Project Services Panel contract, including vendor and stakeholder assurance and administration.

#### REPORTING RELATIONSHIPS

**ORG STRUCTURE:** STRATEGY & EMERGENCY MANAGEMENT  
STRATEGY & GOVERNANCE

#### THIS ROLE REPORTS TO

Manager Project Management Office Level: 7

#### POSITIONS THAT REPORT TO THIS ROLE

Project Officer Level: 4

#### ABOUT US

As Western Australia's leading hazard management agency, the Department of Fire and Emergency Services performs a critical role coordinating emergency services for a range of natural disasters and emergency incidents threatening life and property.

Our volunteers are the biggest workforce of our organisation and play an important role in keeping our community safe. DFES recognises the critical role our volunteers play and the positive impact they make to the community. Supported by this extensive network of volunteers and career workers, DFES works together with the community and government to prevent, prepare for, respond to and recover from a diverse range of emergencies.

## SPECIFIC RESPONSIBILITIES

*DFES is committed to the principles of Equal Employment Opportunity (EEO) and diversity in the workplace and the provision of a safe environment for its employees, customers and volunteers. All duties are to be performed in a manner and behaviour consistent with EEO legislation and Occupational Safety and Health legislation along with the Department's Code of Conduct and Policies/Procedures and other relevant legislation.*

### Project Compliance and Assurance

- Provides advice and guidance to support adoption of project management frameworks, methodologies, processes, tools and adherence to policies and standards.
- Liaises with the project management community within DFES to influence and guide stakeholders in quality management practices.
- Assessing, consolidating and reporting back on strategic project progress towards delivery and benefits realisation to relevant Governance Committee meetings.
- Supports the application of project risk management into the planning and implementation of strategic projects.
- Undertakes audits of projects to evaluate and assess quality and adherence of project plans to project management standards and methods. Coordinate Gateway reviews as required.
- Conducts project stage gate reviews and regular 'health checks' of key projects to identify gaps and challenge performance / progress.
- Monitor and evaluate project risk, issues and benefits registers activity to effect improvements.
- Review and revise project policies to align and achieve business priorities and objectives.
- Contribute to the development, design, delivery of project management education and awareness across the organization.
- Assists with financial project management including estimating, budgeting, forecasting and monitoring and reconciling reports with Financial Services.

### Project Resource Management

- Accountable for managing all aspects of the Project Services Contract panel, specifically created for project resources, including vendor management and oversight of contract activity.
- Analyse resource requirements for projects and facilitate resource planning activities.
- Manage all commercial financial activity specific to the Project Services Contract panel

### Collaboration

- Builds effective relationships, with all project stakeholders, to promote awareness of quality and assurance requirements specific to the project management process.
- Actively consults with dependent business areas such as Financial Service, Enterprise Risk, Health & Safety, for input, accuracy and oversight of the respective service into project related documentation.
- Establishes and maintains engagements with external vendors.

### Other

- Play a key leadership role in promoting, creating and maintaining a healthy and safe work environment, including psychological wellbeing.
- Applying DFES health and safety policy and procedures and the risk management framework; including consultation and participation with personnel to resolve safety issues.
- Undertake other duties as required.

## SELECTION CRITERIA

*Applicants should demonstrate their capacity to meet the following criteria which should be read in conjunction with the specific responsibilities of this role.*

### ESSENTIAL CRITERIA

1. Demonstrated experience in developing and implementing management processes in a corporate project management context to improve project outcomes.
2. Demonstrated experience in building effective relationships using interpersonal, communication and negotiation skills to ensure outcomes are achieved.
3. Demonstrated experience in applying assurance frameworks to undertake project audits and reviews (or similar).
4. Understanding of project management methodologies with a particular emphasis on quality and assurance processes.

## POSITION INFORMATION

**LOCATION:** Cockburn Central

**SPECIAL CONDITIONS:** The Department is an emergency services organisation and all employees may be required to work business hours or outside of normal business hours to assist with emergencies.

## CERTIFICATION

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

*Authorised and signed by:*

**DIRECTOR GOVERNANCE AND STRATEGY**

Name: Ann Hughes

Signature: 

Date: 11/12/19

**A/MANAGER WORKFORCE SERVICES**

Name: Helen Redmond

Signature: 

Date: 11/12/19

## JDF REGISTRATION – RECRUITMENT USE ONLY

This Job Description Form (JDF) was electronically registered by:

HR Consultant Name/Signature/Date:

Megan Crossley



11/12/19