



## Job Description Form

### Our Purpose

To provide safe, customer-focused, integrated and efficient transport services.

**Position Title**

Quality Manager

**Level**

6

**Position Number**

35878

**Division/Directorate**

Network and Infrastructure

**Branch/Section**

Safety and Quality

**Effective Date**

August 2021

**Health Task Risk Assessment Category**

3

---

### Reporting relationships

Superordinate: Manager Safety and Rail Access, Level 8

Subordinates: Quality Systems Controller, Level 4  
Document Controller, Level 4

---

### Key role of this position

Responsible for managing the Network & Infrastructure (N&I) Division's Quality Program ensuring it aligns with AS/NZS ISO 9001. Understanding customer needs and requirements to develop effective quality control processes including devising and reviewing systems, quality documents or processes and monitoring compliance documents within the PTA document control system.

---

### Core duties and responsibilities

#### Management & Leadership

- Contributes to Branch and Divisional performance in quality management contributing to the reliability and safety of Divisional activities.
- Develops a positive safety culture, encouraging and provides ideas and opinions for continuous improvement in workplace safety ensuring works personally carried out comply with PTA requirements and other legislative requirements.
- Develops and maintains a competent and engaged workforce that is aligned to delivering PTA, Divisional and Branch objectives; managing all aspects of people management requirements in accordance with PTA policies and procedures; maintaining and developing technical competence and supporting the development of others.
- Manages aspects of, and significantly contributes to, general business matters relating to the Branch operation, such as policy and procedure compliance, performance reporting and continuous improvements to ensure the Branch delivers in accordance to PTA requirements.

## Quality Management

- Provides leadership direction, guidance, technical expertise and support in Quality Management and Document Control Management to meet all the PTA's regulatory requirements.
- Participates in the on-going review of Quality practices in line with best practice developments, creating and maintaining registers as required to ensure continuous improvement of quality management systems.
- Responsible for the development of a work schedule for the monitoring and review of the Division's business, projects and activity providing advice on quality management requirements to satisfy internal and external customers.
- Leads the Division's Quality Program to address safety, health and rail safety works; conducting internal quality assessments, reporting and timely close out of report findings.
- Leads the identification and implementation of best practice in occupational safety and health and rail safety management systems, quarterly performance reports and provides support and guidance for compliance activities within the Division.

---

## SELECTION CRITERIA

### 1. Core Competencies

- Possession of a Tertiary or equivalent qualification(s) in a relevant field or discipline.
- Extensive practical application of and understanding of quality assurance principles.
- Considerable practical application of and understanding of the safety principles to meet the requirements of The OSH and Rail Safety Australian Standards.
- Proven relevant experience in the internal auditing of quality and safety management systems.

### 2. Leadership and Management

- Well-developed leadership and management skills with the ability to engage and empower teams and individuals to deliver organisational requirements.
- Proven experience in providing direction and leadership to both internal and external parties to ensure works are completed in a safe and controlled manner.
- Demonstrated success and proven ability to drive and deliver change and cultural change.

### 3. Communication and Interpersonal

- Highly developed verbal, written and interpersonal communication skills, including negotiation skills.
- Demonstrated ability to:
  - Write concise and well-structured technical reports.
  - Develop rapport with internal and external stakeholders.

### 4. Conceptual, Analytical and Problem Solving

- Well-developed conceptual and analytical skills, including the ability to develop and implement innovative solutions to complex problems.
- Demonstrated experience in statistical data analysis, reporting and in providing recommendations for improvement to management.

### 5. Computer Literacy

- Demonstrated ability to use MS Office, particularly Excel, to an advanced level.

### 6. Special Requirements

- Satisfactory completion of required medical examinations to verify physical fitness to perform the duties of the position.
- Provision of a current National Police Clearance certificate, dated 3 months or less from the date of application for the position.
- Applicants must meet the special requirements shown below within an agreed period of time following appointment to the position. Termination of the appointment may occur where an applicant does not meet the special requirements within the agreed period of time after appointment.
  - Supervised Worker (SW) Track Access Permit.

**Certification**

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

**Managing Director / Executive Director / General Manager**

.....  
**Signature**

.....  
**Date**

**Employee**

I have read and accept the responsibilities of the Job Description Form.

The position's duties are to be performed in accordance with the PTA's Code of Conduct and the PTA's Values.

.....  
**Signature**

.....  
**Date**