Position Title:	**Quality Systems Administrator**
Incumbent:	**Position Vacant**
Reports to:	**General Manager Corporate Services**
Direct Reports:	**Nil**
Date:	**October 2015**

The Environment

1.   Background & Business Environment

Transport Certification Australia (TCA) is a national government body responsible for providing assurance in the use of telematics and related intelligent technologies, to support the current and emerging needs of Australian Governments.

TCA's mission is to provide assurance to governments, industry sectors and end-users in the use of telematics and related intelligent technologies to enable improved surface transport outcomes in productivity, safety and efficiency to be realised.

TCA provides three broad categories of service, providing opportunities to realise positive outcomes through the deployment of telematics and related intelligent technologies:

- **Advice** founded on a demonstrated capability to design and deploy operational systems and services as enablers for reform
- **Accreditation** in the type-approval and certification of systems and services that give confidence to all stakeholders
- **Administration** of programs for, and on behalf of Members and other relevant stakeholders.

TCA upholds and promotes the principles of the Policy Framework for Intelligent Transport Systems in Australia, which has been endorsed by Australian Governments.

2.   Our People

TCA promotes a culture of professionalism, innovation and integrity, with a commitment to accountability, quality and excellence in the delivery of all TCA programs and services.

We recognise the unique skills and abilities of each individual, who come from a wide range of disciplines and backgrounds, to become a vital element of the TCA team.

We support our people through ongoing development and learning opportunities, and create a supportive team environment for all our staff. We strive to be an employer of choice.

TCA welcomes the opportunity to work with enthusiastic and committed people interested in what is an emerging area of strategic interest for Australian governments and other stakeholders.

The Role

3. Purpose of the Role

The Quality Systems Administrator role is to be responsible for all aspects of business systems for the Implementation Division of TCA including:

   a) Ensuring the development and upkeep of the business document systems (processes and procedures) associated with the smooth operation of initiatives undertaken by the Corporate Services Division

   b) Ensuring document systems are updated as enhancements are released

The key performance measure being to ensure at any one time the business systems and processes are implemented, up to date and reflective of the Implementation / Operations of TCA, noting its regulatory responsibilities and reporting functions.

4. Major Responsibilities/ Accountabilities

- Under supervision develop, manage, up keep and maintain quality business systems and processes

- Maintain controls and documentation reviews to ensure processes are adequately documented and in accordance with TCA policies and procedures and relevant standards

- Audit processes to ensure they are relevant and complaint (where necessary) to ISO 9001, ISO 27001 and ISO 17025 standards and internal specifications

- Review and improve the relevant sections of TCA's MS SharePoint portal, both as TCA's document management system, and manage the further development of a hardcopy document management systems for relevant Division

- Promote business, quality and performance improvements throughout TCA

- Assist in the definition and development of Divisonal processes and procedures

- Maintain the currency of business systems and processes deployed

- Document writing

- Working under direction undertake ad-hoc and programmed internal audits

- Assist with Staff Training regarding business, quality systems, processes and procedures

- Maintain assigned reporting functions

- To maintain and adhere to Quality Systems processes and procedures associated with your role.

5. Key stakeholder interfaces

Internal

- The General Manager Implementation will provide broad guidance on the business systems management requirements for processes and procedures

- The General Manager Strategic Development will provide guidance on the overall business initiative

- The General Manager Corporate Services will provide specific guidance on the ISO 9001 and ISO 27001 requirements.

External

- Industry experts (e.g. ICT, academic, industry research bodies), to obtain specialist advice to processes, business systems and (where applicable) quality management systems.

6. Major Challenges of the Role

Challenges associated with the position include:

- Ensuring the systems and processes are up to date and reflective of the operations of TCA

- Ensure systems and processes integrate in an efficient and productive way

- Assist with the leadership in integration of processes and procedures that need to integrate and be architected to support multiple programs and initiatives

- Understanding and ability to document and integrate intricate processes in a highly compliant manner

- Taking ownership and driving the necessary culture of business assurance and compliance

- Providing leadership in the amendment and revision of business management systems, whilst maintaining high quality service delivery and outcomes

- Support the rapidly growing environment

- Ensuring ongoing currency of processes and procedures

- Identifying priority tasks

- Be able to be flexible, take direction and work autonomously with little guidance.

7. Decision Making

The Quality Systems Administrator is expected to operate autonomously in regard to:

- Managing relevant sections of the quality management system and documentation to Divisional Manager and the Corporate Management Group (CMG)

- Making recommendations to the General Manager Implementation on all areas relative to the services provided by the TCA

- Project decisions as defined in the Delegations of Authority.

The Person

8. Qualifications, Knowledge and Experience

- Relevant qualifications and a minimum of 5 years operational experience

- A proved record in development and maintenance of business systems and procedures

- Skilled in the knowledge and understanding of policies, procedures and standards pertaining to the provisioning of technical services in a regulated environment

- Demonstrated skills in writing of processes and procedures

- Excellent written, verbal and interpersonal skills

- Understanding of MS SharePoint and experience in the development and operational use of MS SharePoint 2007

- Knowledge and experience in the development of quality and documentation systems, including demonstrated skills in ISO compliance

- Proven record in delivery, quality, time and budget objectives are achieved, including demonstrated personal and group planning and organisation skills

- Demonstrated computer literacy, particularly of systems related to Business Management Systems

- Familiar with business writing philosophies and objectives in a technology context

- Knowledge of the legislative, administrative environment within which quality management systems, processes and procedures operate
- Experience with initiatives that have impacts on Government policy and industry direction.