

Job Title:	Quality, Risk and Safety Manager (QRSM)
Job No:	AA 159
Dept/Business Unit:	Quality, Risk and Safety Management
Accountable to:	Chief Executive Officer
Reporting to:	Chief Executive Officer
Our Vision:	Be the leading provider of aviation and aerospace training, helping to shape the future of the industry.
Our Values:	Work Together, Be Accountable, Act Innovatively, Deliver on Customer Needs, Safety

PURPOSE

The Quality, Risk and Safety Manager (QRSM) is responsible for leading and implementing effective quality and risk management frameworks that ensure Aviation Australia (AA) meets its contractual, legislative and regulatory requirements. The QRSM leads, advises and monitors: accreditation cycles and processes; quality improvement initiatives; risk management and workplace health and safety; process and system development; and protocols and guidelines across AA to drive excellence in quality teaching, learning and assessment.

DUTIES

- Lead, manage and review organisation wide processes for quality improvement, risk management and workplace safety.
- Lead a small team of compliance, quality assurance and workplace health and safety specialists.
- Monitor AA's VET academic policies, procedures and practices to ensure they are responsive to learner and industry needs and meet the requirements of training packages and VET accredited courses, and legislation obligations.
- Plan and implement an effective quality reporting framework that describes activities and outcome measures that ensure compliance with all Standards relevant to Aviation Australia
- Manage AA's RTO accreditation requirements, including quality indicator data, declarations of compliance, annual review of delegated functions and third party arrangements.
- Plan, schedule and coordinate internal and external reviews and audits and lead the implementation of audit rectifications and actions.
- Facilitate a continuous improvement environment which ensures quality, risk and safety are embedded within all business activities.
- Provide oversight for the documentation of processes and operating procedures relevant to your areas of responsibility.

- Liaise with stakeholders to monitor perceptions regarding Aviation Australia's quality and timeliness.
- Provide oversight of the company's workplace health and safety requirements, ensuring a safe workplace compliance with relevant legislation.
- Design, prepare and monitor risk and workplace safety plans and metrics, including reporting to the Board and Board sub committee.
- Undertake other duties as required by the accountable / reporting manager and senior management.
- Comply with the requirements of Aviation Australia's:
 - Code of Conduct
 - Work Health and Safety legislation
 - Policies and procedures

AUTHORITIES

The Quality Risk and Safety Manager has the authority to:

- Act as delegated by the Chief Executive Officer.
- Educate, counsel and/or discipline students in compliance with the organisation's policies and procedures.

SELECTION CRITERIA

Qualifications

Essential

- Relevant tertiary qualifications.

Desirable

- Diploma of Quality Auditing.
- Lead Auditor certification.
- Certificate IV in Workplace Training and Assessment.

Experience

Essential

- Extensive experience in quality, risk and environmental management, and internal and external auditing.

- Demonstrated experience and ability to audit, record, interview and update management plans.
- Strong experience in process mapping, system development and draft workplace operational processes, procedures and work instructions.
- Experience leading a team in a multi-disciplinary environment.

Desirable

- Previous experience in, and/or knowledge and understanding of aviation, aerospace engineering or education industries.
- Auditing of Registered Training Organisation (RTO) operations in maintaining compliance with competent authority regulations and standards.

Knowledge and Skills

Essential

- Demonstrated knowledge of and experience applying process improvement principles in the workplace.
- Understanding of the principles and application of quality management systems.
- Understanding of International Organisation for Standardisation (ISO) requirements.
- Understanding of relevant state and federal workplace health and safety legislation.
- Working knowledge of a quality management system such as Qudos.
- Demonstrated experience and/or knowledge of how to effectively work with a diverse workforce, to ensure the workplace is safe from discrimination, bullying, harassment or sexual harassment.
- Excellent written and oral communication skills with high level attention to detail and accuracy.
- Ability to interpret and apply legislation, regulations, policies and procedures.
- Demonstrated ability to resolve issues through negotiation and consultation with other team members.
- Demonstrated ability to deal with sensitive issues and maintain confidentiality.
- Strong organisational skills with the capacity to prioritise work, deal with competing demands, manage time effectively and ensure completion of tasks within deadlines.
- Strong computer literacy skills with proficiency in Microsoft Office suite of applications and the ability to become an effective user of new computer systems.

Desirable

- Working knowledge of Australian Skills Quality Authority (ASQA) standards and how compliance against these standards is maintained and demonstrated.

- Understanding of the *Education Services for Overseas Student (ESOS) Act*.
- Understanding of the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) standards and how compliance against these standards is maintained and demonstrated.
- Sound knowledge and/or understanding of commercial aviation.

Personal Qualities

Essential

- Genuinely aspires to a continuous improvement philosophy.
- Enthusiastic, energetic and motivated approach to work.
- Assertiveness and an ability to remain professional and measured in approach, regardless of the situation.
- Actively contribute to ensuring the workplace is a safe environment for everyone by challenging actions or behaviours that could be improved upon or that are inappropriate.
- Ability to build rapport and credibility with stakeholders and develop strong working relationships.
- Ability to work both independently and within a flexible team environment.
- Ability to foster a customer focused working environment and build and maintain rapport with staff and students.
- Ability to interact with internal and external customers from diverse cultural backgrounds, displaying awareness of cross-cultural communication issues.
- Willingness and ability to demonstrate initiative and accept responsibility.