

Quality Support Lead

Success Profile

Your division	Service Delivery – Work and Community
Your team	Commercial Quality and Improvement Team
You report to	Commercial Quality and Improvement Manager

PURPOSE OF YOUR ROLE

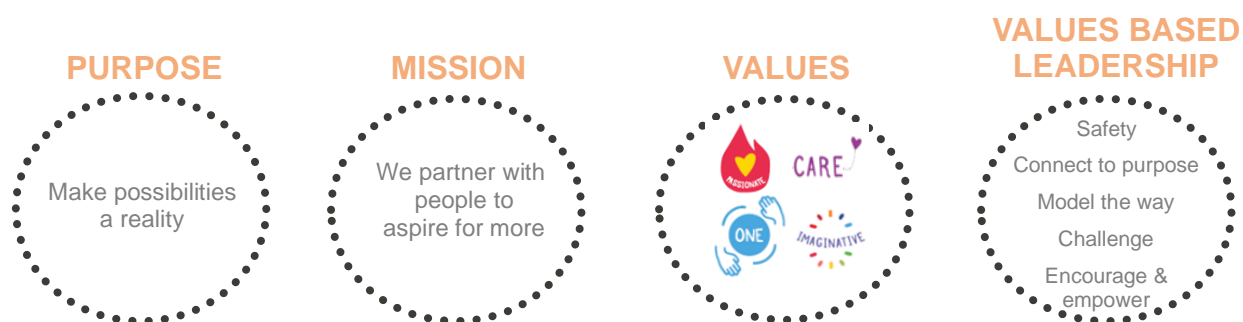
Our Work employment services help people with a disability who want supported employment by matching people to opportunities and supporting flexible work choices to help achieve personal employment goal outcomes aligned to their NDIS plans.

The Quality Support Lead will assist in leading the development and implementation of commercially focused Quality across the Work and Community portfolio's for Service Delivery located throughout Queensland, New South Wales and Victoria. The Quality Support Lead will be an active member of the Commercial Quality Team, responsible for leading initiatives and enacting operational strategy, while managing divisional risk to enhance the customer and employee experience for Service Delivery.

With a focus on continuous improvement this position will further ensure that systems and processes comply with legal, customer and accreditation standards through leading the development, implementation and Documentation of the Commercial Quality Management System for the Work and Community Portfolio's.

As Quality Support Lead you will also take on a specialist roles related to your field of expertise and look to provide leadership to the Quality Team, Work and Community Portfolio in these specialties'.

ORGANISATIONAL PROFILE



KEY SUCCESS AREAS

SAFETY	<ul style="list-style-type: none"> • Drive integration and adherence to the Quality & Safeguarding Framework and Zero Harm Framework, other relevant legislation, and policies and procedures. • Demonstrate safety leadership in every action you take decision you make recognising good safety practice and taking action to improve safety where necessary • Monitor the environment ensuring it is free from preventable harm, promoting human rights and practice excellence. • Lead the identification and reporting of potential hazards, and work-related incidents, injuries and/or illness.
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	<ul style="list-style-type: none"> • Model a commitment to Endeavour Foundations 'Recover @ Work' programs and actively support the return to work of team members consistent with the desired employee experience. • Foster a safety leadership and a culture of safeguarding across all aspects of practice and uphold Endeavour Foundations commitment to person centred service delivery. • Work collaboratively with colleagues and business leaders to ensure a safe working environment
CUSTOMER CONNECTION	<ul style="list-style-type: none"> • Ensure consistency of experience by encouraging continuous improvement, adherence to practice guidelines and organisational policy and procedure. • Work closely with supporter functions to ensure efficient and effective systems are maintained. • Build relationships with internal customers and support the resolution of escalations and concerns. • Develop commercial customer escalation process for effective guidance and rectification of customer concerns. • Provide thought leadership around quality assurance, operational risk management and continuous improvement approaches. • Promote Endeavour Foundation as an employer of choice, profiling the available suite of services to persons with disability.
OUR PEOPLE	<ul style="list-style-type: none"> • Embed an effective commercial quality management culture to support the ongoing assessment and remediation of risk. • Foster a culture of collaboration within the team, leading a co-create and co-deliver approach across and within the business. • Deliver strategy through building a capable, relevant, high performing and compliant workforce. • Provide clear direction aligning with organisational strategy, goals and values. • Demonstrate transformational change leadership encouraging continual and creative improvement.
OPERATIONAL EXCELLENCE	<ul style="list-style-type: none"> • Provide leadership to the commercial quality team to embed business specific quality strategies across the portfolio's of Work and Community. • Responsible for the development and review of policies and procedures related to Commercial Quality, including procedures for document development/review, document control, formatting and readability. • Drive service delivery as a centre of quality excellence in commercial operations and supported employment for people with a disability. • Drive analysis of existing business processes and proactive remediation to support implementation of internal and external audit recommendations. • Set and maintain site quality documents/systems and standards in order to comply with legislative and organisational requirements, promoting continuous improvement culture. • Support the internal audit team and external Assurance providers to conduct independent and transparent quality audits and compliance assessments • Coach leaders on achieving quality and assurance compliance and risk management objectives. • Partner with leaders to genuinely understand the organisation to assist in identifying opportunities for improvement • Apply commercial rigor and discipline to all business decisions and customer relationships, specifically understanding the link between process improvement and stability • Establish and maintain divisional risk registers and associated processes. • Ensure the management, oversight and effective operational implementation of Quality, Environmental, Safety and Risk Management Systems and processes in compliance with industry standards and internal policies.



	<ul style="list-style-type: none"> Lead the development and implementation of the ongoing transformation of the Quality function and associated policy and business plans for the Work and Community Portfolio's.
FINANCIAL SUSTAINABILITY	<ul style="list-style-type: none"> Lead and coordinate business activities to improve operational performance and outcomes. Work closely with stakeholders to drive an integrated approach in meeting financial targets.

WHAT YOU NEED TO SUCCEED

CAPABILITIES	<ul style="list-style-type: none"> Knowledge of quality assurance and process improvement techniques with experience applying these in driving change. Ability to understand and integrate business needs relevant to an audit function and respond positively and adapt rapidly to a changing environment. Demonstrated strong written and verbal communication skills to ensure clear and concise information is relayed. Proven ability to coordinate projects and delegate activities to meet outcomes within required timeframes. A willingness to travel with some frequency
SKILLS & QUALIFICATIONS	<ul style="list-style-type: none"> 10+ years Industry experience and working knowledge, preferably in food manufacturing preferably FMCG. Knowledge of methodologies associated with quality assurance, particularly ISO 9001:2015 Quality Management and ISO 31000:2018 Risk Management and their application to the organisation. Working knowledge of quality standards and regulations, ideally including <ul style="list-style-type: none"> Food Packaging – Hazard Analysis and Critical Control Points (HACCP), Global Food Safety Initiative (GFSI), Safe Quality Food (SQF), Woolworths Quality Assurance (WQA), Safe Foods OLD, Kosher, Halal and Australian Certified Organics (ACO) certifications. Council Recycling – local policies, procedures and WH&S. Timber Products – Forest Stewardship Council (FSC) standards Pharmaceutical Packaging - Therapeutic Goods Act (TGA) Fresh Produce Packaging - Harmonised Australian Retailer Produce Scheme (HARPS) Document Destruction – National Association for Information Destruction (NAID AAA Certification) EWaste Recycling – Environmental Management Systems (EMS) 14001:2015 and AS5377:2013 Ewaste. Effective written and verbal communication skills to build and maintain relationships with internal and external stakeholders. Interpersonal and communication skills required to effectively manage relationships and deal with issues of a sensitive nature. Problem solving skills, to identify problems, develop solutions and implement these using a logical and systematic approach. Proficiency in using current MS Office Suite (i.e. Word, Excel, PowerPoint, Outlook), Employee Self Service programs, and communication technologies. Managing, tracking and maintaining the Quality Management System Effective communication skills with both internal and with external stakeholders.
EXPERIENCE	<ul style="list-style-type: none"> Experience in Quality Assurance roles with demonstrated achievement in delivering effective quality outcomes, ideally within production and/or manufacturing based industries whilst supporting site operational teams Experience within the Disability Sector is desirable.

