

POSITION DESCRIPTION

Position title	Quality Management Systems Project Officer
Section	People & Business Services
Employment type	Fixed Term
Classification	Band 6
Location	Warrnambool
Date Approved	March 2025
Approving Officer	Executive People & Resilience

POSITION OBJECTIVES

The Quality Management Systems Project Officer will:

Support the improvement and implementation of Wannon Water's Integrated Management System (IMS) with a key focus on assisting development of standards and streamlining documentation and processes which support them.

Lead or coach working groups in the development of improvement plans and IMS documentation to ensure that we have an efficient and user-friendly management system integrating Safety, Environment and Drinking Water Quality.

Ensure quality of controlled documents to support consistent engagement and adoption across the organisation.

Identify opportunities for efficiencies and streamlining of compliance training resulting from an improved IMS.

KEY RESPONSIBILITIES & DUTIES

Improvement Program Governance

Lead the planning and governance of activities to develop and implement standards and supporting documentation that improve the effectiveness of the IMS.

- Develop and oversee high level IMS project improvement plan and supporting work group activity plans.
- Monitor and report on plan progress, escalating any risks and support needs.
- Collaborate with standard owners to develop reports and business cases for Executive approval and implementation of IMS Standards.

Integrated Management System (IMS) Standard Development and Implementation

- Collaborate with stakeholders to identify and analyse applicable legislation and obligations (e.g., OHS, Environmental and Safe Drinking Water Acts and Regulations, and other relevant legislation).

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- Support and coordinate creation or update of standards and documentation to meet applicable requirements while ensuring ease of use by our employees for us to fulfil our zero harm aspirations.
- Increase the level of integration with the Management Systems that relate to the activities, products and services of Wannon Water, containing elements of:
 - AS/NZS ISO 9001, Quality management systems (ISO 9001) – Requirements
 - ISO 14001: Environmental management systems
 - ISO 45001: Occupational Health and Safety Management Systems
 - ISO 31000: Risk Management – Principles and Guidelines
 - Codex Alimentarius Alinorm 97/13A (HACCP based Drinking Water Quality Management System) (HACCP).
- Streamline and consider opportunities to reduce the number of documents that are maintained in our Document Control system.
- Ensure that controlled documents are prepared in accordance with the required content & format, managed under version control, reviewed & approved by the relevant stakeholders and formally issued.
- Work with the People and Wellbeing team to identify training efficiencies and opportunities resulting from IMS and procedural improvements.
- Undertake analysis of current business processes and workflows and re-engineer these to better align with achievement of the corporate objectives and obtain business efficiencies.
- Assist with other Quality related project work as required.

ORGANISATIONAL RELATIONSHIPS

Responsible to	Manager Safety, Risk and Resilience
Responsible for	N/A
External Liaison	Water Corporations, EPA, WorkSafe, Department of Health, VicWater, WSAA

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The work will be of an investigative, analytical or creative nature, with the freedom to act generally prescribed by the Manager Safety, Risk and Resilience as the Management Representative of the IMS.

Interpret legislation, policy and standards and assist with the development of frameworks.

The quality of the work of this position can have a significant effect on the policies and procedures which are developed.

Develop policy options and recommendations in relation to the IMS for review by Senior Management.

JUDGEMENT AND DECISION MAKING

The position is essentially problem solving in nature. The nature of the work is specialised with methods, procedures and processes generally developed from theory or precedent. The problem solving process comes from the application of these established techniques

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to new situations and the need to recognise when these established techniques are not appropriate. Guidance is not always available within the organisation.

The primary challenge will be intellectual and will typically require the identification and analysis of an unspecified range of options before a recommendation can be made.

SPECIALIST SKILLS & KNOWLEDGE

The position requires proficiency in the application of a theoretical discipline in the search for solutions to new problems and opportunities.

Streamlining business processes.

Development of implementation plans/project management.

Analytical and investigative skills are required to enable the formulation of policy options for consideration by the IMS Management review committee.

An understanding is required of the long term goals of the wider organisation and of its values and aspirations and of the legal and political context in which it operates.

MANAGEMENT SKILLS

Self-motivated and requires skills in managing time, setting priorities and planning and organising one's own work and where required, that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures.

INTERPERSONAL SKILLS

Requires the ability to persuade and convince other employees in the pursuit of IMS objectives. Be solution focused and work collaboratively to remove barriers to solve problems.

A strong attention to detail and accuracy.

Be able to motivate and develop other employees.

QUALIFICATIONS & EXPERIENCE

Desirable

Background in training and assessment or program management.
Background in the development and implementation of either a safety, environment or quality management systems.

Working Knowledge of:

- Integrated Management Systems - Risk Management practices and frameworks
- Business processes and work flows
- Knowledge of IT software system improvements
- Ability to interpret legislation and Australian Standards
- Development of Policies, Procedures and Reporting Systems

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Well developed computer skills in a range of business applications

A current Australian drivers licence is required.

INTEGRATED MANAGEMENT SYSTEMS

Wannon Water will plan, establish, implement, maintain, comply with and continually improve an Integrated Management System containing the elements of:

- AS/NZS ISO 9001: Quality management systems - Requirements
- AS/NZS ISO 14001: Environmental management systems - Specification with guidance for use and AS/NZS ISO 14004: Environmental management systems - General guidelines on principles, systems and supporting techniques
- AS/NZS ISO 45001: Occupational health and safety management systems – Requirements with guidance for use; and
- HACCP based Drinking Water Quality Management System

Every employee has the right and obligation to continually improve the Integrated Management System by:

- initiating action that prevents deficiencies and
- initiating, recommending and providing solutions to Management.

OTHER INFORMATION

Values

Wannon Water employees will demonstrate the values of the Victorian Public Sector as described in the Code of Conduct for Victorian Public Sector Employees (Responsiveness, Integrity, Impartiality, Accountability, Respect, Leadership, Human Rights) as well as Wannon Water's values:



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We are committed to a destination where:

- Our people love working at Wannon Water.
- Our customers consider us great value.
- Our community partnerships help this region flourish.
- We are proud of our business excellence.

Inclusion and Diversity

Wannon Water embraces all forms of diversity and promotes family friendly working hours and leave arrangements to ensure our workforce is representative of the community that we serve.

Minimum Employment Period

All successful applicants will be subject to six month minimum employment period as per the Fair Work Act 2009

Code of Conduct for Victorian Public Sector Employees

The Corporation will require all successful applicants to adhere to the values and principles outlined within the Code of Conduct for Victorian Public Sector Employees.

Policies and Procedures

All employees will adhere to systems, policies and procedures in relation to the Corporation's activities.

Employees should also adhere to the following principle:

"The employee shall not use the position for his or her personal gain or advantage, nor disclose any confidential information which may be acquired as a result of his or her employment by the Corporation".

Occupational Health & Safety

Wannon Water has developed OH&S policies & Procedures that are designed to meet the requirements of the internationally recognised Australian Standard / New Zealand Standard 4801 (AS/NZS 45001). These standards ensure that all employees are provided with a safe and healthy working environment. Compliance is mandatory.

Equal Employment Opportunity

Wannon Water observes the principles of Equal Employment Opportunity and it is the responsibility of each and every employee of Wannon Water to ensure the workplace is free from discrimination.

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Training & Development

Wannon Water and its employees agree that well planned training is important to the success of the organisation. Wannon Water will work with employees to identify areas where the provision of training is required. An annual performance review of each employee will be undertaken by the employee's manager/coordinator in consultation with the employee to identify, plan and implement relevant training and development for the upcoming twelve months.

Wannon Water commits to providing suitable targeted training to equip employees with the necessary skills and competency to undertake their work.

Employee		Manager	
Name	_____	Name	_____
Signature	_____	Signature	_____
Date	_____	Date	_____