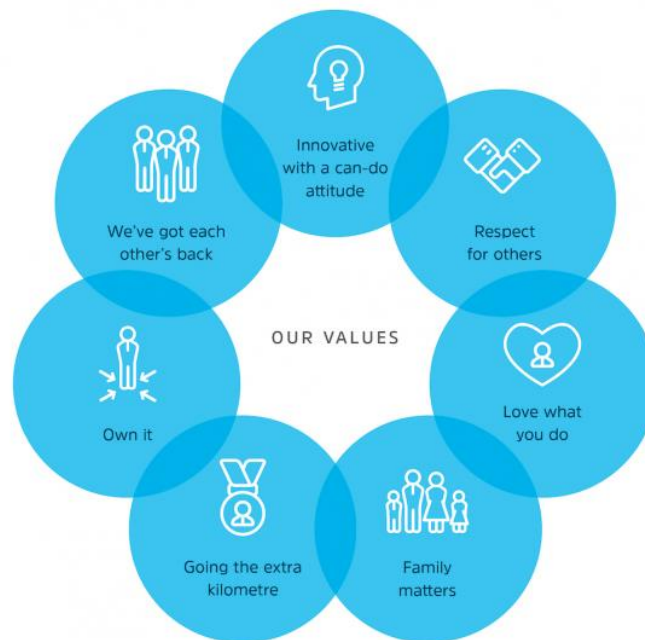


# Draft Position Description

Position:	Quality Officer
Reports to:	National Quality Officer
Location:	Palmerston North
Group:	Switched On Housing
Direct Reports:	Nil

Values:



Financial Authority to Act:

Decision Authority to Act:

## Position Description and KPI Acknowledgement

Your general duties include those outlined in this position description and may be reviewed and updated from time to time in consultation with you. You will also be required to undertake any other duties that are within your ability to perform, if asked to do so.

I have read, understood and agree to comply with the above position description and KPI's.

Employee Signature:

Date:

# Key Performance Indicators – Functional Accountability Chart

Area of Accountability	Core Responsibilities and Typical Activities	Measurement of Performance
Purpose	The Compliance officers' purpose is to ensure quality standards are met through providing audit, checks and quality training. Quality of work has a direct impact on the Customer's Experience.	
Values	Demonstrates Switched On' values daily and is passionate about Enhancing the Environments of Kāinga Ora Customers	<ul style="list-style-type: none"> <li>• Adherence to the Switched On Values</li> </ul>
Professional Development	Undertakes professional development required to meet expectations of role	<ul style="list-style-type: none"> <li>• Consistent with 1:1 and annual milestone achievements</li> <li>• BHAG goals achieved</li> </ul>
Soft Skill Application	<ul style="list-style-type: none"> <li>• Manages time &amp; resources appropriately to ensure that all simultaneous projects are delivered on time.</li> <li>• Communicates both internally and externally relies on their written &amp; verbal communication skills to reach the desired outcome.</li> <li>• Thrives in a changing environment and embraces the use of technology as an enabler to allow them to be more productive.</li> <li>• Embraces being proactive in a reactive environment.</li> </ul>	<ul style="list-style-type: none"> <li>• Successfully manages multiple projects at the same time to deadline.</li> <li>• Uses written and oral communication to successfully communicate with customers &amp; Kāinga Ora</li> <li>• Adapts well to change</li> <li>• Embraces technology as an enabler of productivity</li> </ul>
Customer Experience	Working on behalf of Switched On Housing together with Kāinga Ora to build positive relationships in the homes & communities that we serve.	<ul style="list-style-type: none"> <li>• Positive feedback from customers</li> <li>• Positive feedback from Kāinga Ora</li> </ul>
Health & Safety	<p>Champion Health and Safety to ensure the Policy and processes become part of daily practice</p> <p>All Switched On Health and Safety policies and procedures are adhered to</p>	<ul style="list-style-type: none"> <li>• Health and safety priority to ensure self and others work safely.</li> <li>• Demonstrates and promotes positive attitude to safety, in line with Switched On health and safety policies and procedures</li> <li>• Actively seek out and pursue health and safety improvements</li> <li>• Actively report Incidents and Accidents within 24 hours of occurrence</li> <li>• Actively manage hazards and risks</li> </ul>
Inspection / audit of work	<ul style="list-style-type: none"> <li>• Inspection / audit of work carried out by Switched On's subcontractors and internal delivery processes to agreed levels and schedules</li> <li>• Working to continuously improve all subcontractors and internal delivery process in line with the agreed procedures including follow up</li> </ul>	<ul style="list-style-type: none"> <li>• Audits are completed in a timely manner</li> <li>• Agreed number of audits completed</li> <li>• Work audit results closely align with customer assessments</li> </ul>

<b>Reporting, recording and analysing</b>	<ul style="list-style-type: none"> <li>• Prepare regular reports that clearly demonstrate volume, process and findings of audits</li> <li>• Record and analyse the findings of all audits to identify trending failures</li> <li>• Clear recommendations for training and other improvement initiatives</li> </ul>	<ul style="list-style-type: none"> <li>• Reports delivered as agreed</li> <li>• Number of suggestions made and implemented</li> </ul>
<b>Projects</b>	<ul style="list-style-type: none"> <li>• Other projects as discussed and agreed with Direct Manager</li> <li>• Any other tasks that may be required at times</li> </ul>	<ul style="list-style-type: none"> <li>• All projects are professionally delivered</li> <li>• Recommendations are thorough and well researched</li> <li>• Ensure all projects are completed in a timely manner</li> </ul>
<b>Stakeholder Relationships</b>	<ul style="list-style-type: none"> <li>• Professional, effective working relationships are built and maintained with Kāinga Ora staff, subcontractors and suppliers</li> <li>• Positive feedback from Kāinga Ora local managers and tenants about our 'can do' and helpful attitude</li> </ul>	<ul style="list-style-type: none"> <li>• Advice is provided in a timely manner, with a collaborative and engaging approach</li> <li>• Advice given is tailored to the audience to ensure understanding and engagement</li> </ul>
<b>Internal and External Training</b>	<ul style="list-style-type: none"> <li>• Working with the Learning &amp; Development Coordinator to identify, develop and provide training needs for Switched On staff and liaise with the relevant People Leaders to agree on appropriate training /mentoring plans.</li> <li>• Liaising and working with new and existing trades and internal teams to provide support and training to ensure required competency.</li> </ul>	<ul style="list-style-type: none"> <li>• Training is fit for purpose and tailored to the needs of the audience</li> <li>• Training records are up to date</li> <li>• Training documents and plans are developed for consistent use</li> <li>• Training developed and provided to ensure the required competency is reached</li> </ul>

## **Key Internal External Working Relationships**

The role will call on strong interpersonal skills to interface with other internal departments as necessary, to provide answers for our customers.

In addition to key relationships within the department, the incumbent is also required to form key partnerships internally.

## Key Competencies

Skill / Technical Competencies	<ul style="list-style-type: none"> <li>• Quality inspection/audit qualification or significant proven Quality experience preferred</li> <li>• Experience in the construction industry beneficial</li> <li>• Valid driver's license and good driving record</li> <li>• Acute understanding of the principals of Quality Management Systems and Auditing process – developing, implementing and operating</li> <li>• Strong customer service ethic</li> <li>• Able to work well when under pressure of completion deadlines</li> <li>• The ability to recover quickly from difficult conversations and situations / resiliency</li> <li>• Good general understanding of the trades involved in residential property maintenance, allowing effective management of in-house and subcontracted trades people</li> <li>• Proven writing skills, able to efficiently and accurately complete daily site report forms and weekly status reports</li> <li>• Familiar with and comfortable using electronic technology such as the Switched On in-house database system hand held data collection devices for recording audit data</li> <li>• Superior interpersonal skills including tactfulness, diplomacy, and persuasiveness</li> <li>• Positive attitude with a high energy level, comfortable performing multi-faceted projects in conjunction with day-to-day activities</li> <li>• Resourceful, well-organised, highly dependable, efficient and detail oriented</li> <li>• Creative problem-solving skills</li> <li>• Sound knowledge of NZ Building Codes and Council, Heritage requirements</li> <li>• Sound understanding of NZ Health and Safety legislation</li> </ul>
Behaviour Competencies	<p><b>Service Excellence</b></p> <ul style="list-style-type: none"> <li>• Demonstrated Service Excellence Orientation</li> </ul> <p><b>Working Together</b></p> <ul style="list-style-type: none"> <li>• Contributes towards and encourages our people to think and behave in ways that meets common goal</li> <li>• Has a clear understanding and supports divisional business priorities</li> </ul> <p><b>Administrative Efficiency</b></p> <ul style="list-style-type: none"> <li>• Strong written and verbal communication skills</li> <li>• Accurate with strong attention to detail</li> <li>• Organisational skills</li> <li>• Process driven</li> </ul> <p><b>Personal Effectiveness</b></p> <ul style="list-style-type: none"> <li>• Ability to manage and motivate yourself to deliver results</li> <li>• Initiative, enthusiasm and ability to work without direct supervision</li> <li>• Conflict resolution and negotiation</li> <li>• Well-developed and proven judgement and problem-solving skills</li> <li>• Reputation for reliability and honesty</li> </ul> <p><b>Planning and Organising</b></p> <ul style="list-style-type: none"> <li>• Excellent Time management</li> <li>• Able to work well when under pressure of completion deadlines</li> </ul> <p><b>Understanding Switched On</b></p> <ul style="list-style-type: none"> <li>• Understands our group of companies, our objectives, partners, customers, systems and processes and the opportunities for sales. They incorporate and understand the values of Switched On by focusing on the development of our business with capability attraction and retention from a commercial perspective</li> </ul>