

POSITION STATEMENT

Title:	Principal Quality Assurance Officer	Position no:	8027
Level:	IBA Level 4 (\$85,980 - \$91,171)	Last updated:	September 2023
Location:	Canberra, Melbourne, Sydney, Perth, Adelaide	Term:	ongoing
Program:	Legal & Risk		
Section:	Risk & Assurance		
Context: <p>Indigenous Business Australia, partners and invests with Aboriginal and Torres Strait Islander people who want to own their future. We go further than provide money; we invest in people, places and ideas that are ready. We help make them real. We're deeply invested in the financial success and economic independence of Indigenous Australians. It's why we exist.</p> <p>We provide a range of services for Indigenous Australians to create wealth and accumulate assets, take up investment opportunities, create business enterprises that provide additional employment opportunities, and to purchase homes. We achieve these outcomes by applying a commercial focus, and by building mutually respectful and productive partnerships with Indigenous Australians, government, non-government and private sector organisations.</p> <p>Our staff are invested, informed, responsive, respectful and connected.</p> <p>IBA's Legal & Risk section provides legal, governance, risk and quality assurance services to all IBA program areas, branches, and subsidiary and associate entities. It also provides high-level legal and risk management advice to the IBA Chair, Board and Executive.</p>			
Role: <p>This position is primarily responsible for undertaking quality assurance activities with respect to the IBA's Commercial Programs (Investments, Business Solutions and Housing Solutions) and the broader organisation as a whole. Assurance activities undertaken will inform each program of possible improvements to processes, procedures and overall program effectiveness. Further, this role will also assist in providing assurance that fraud control arrangements, currently in places are working as intended.</p> <p>The position reports to the Manager, Quality Assurance.</p>			
Duties: <ul style="list-style-type: none">• Maintain an understanding of IBA policies, procedures and guidelines which governs and underpins each program and enabling area conducting key business activities.• Ensure that key components and deliverables of the program and enabling areas are regularly reviewed and analysed to identify priority areas of risk, compliance or quality assurance improvements.• Undertaking quality assurance checks and more detailed reviews and prepare concise informative reports on activities and outcomes, including opportunities for continuous improvements.			

- Knowledge and understanding of AML/CTF requirements and reporting obligations.
- Other duties as required.

Required capabilities

These are essential unless otherwise indicated.

Knowledge and Experience

- Knowledge of home or business loan processes, including arrears management process.
- Experience in undertaking compliance or quality assurance reviews and developing initiatives to address issues identified.

Skills and Attributes

- Ability to apply good judgment and attention to detail when undertaking quality assurance and compliance reviews.
- Good interpersonal skills required to be a productive team member together with good written, oral and presentation skills.
- Good administrative, time management and computer skills, including (but not limited to) Word, Excel, PowerBi and SharePoint.
- Ability to extract, analyse and present data in support of quality assurance activities.
- Ability to communicate and negotiate sensitively and effectively with Aboriginal and Torres Strait Islander peoples in carrying out the duties of the position.

Prerequisite Skills

- Capacity to undertake travel, including overnight absences up to 5 nights consecutively.

Reference documentation: www.iba.gov.au

- About Us - Our Values
- About Us - Working at IBA
- About Us - News and Publications - Annual Reports

Further enquiries: [Louise Mullen, Phone: 07 3008 8342 or email: Louise.Mullen@iba.gov.au](mailto:Louise.Mullen@iba.gov.au)

Applications: email to ibarecruitment@iba.gov.au

- Application Coversheet
- Resume
- Maximum 800 words addressing the required capabilities

Please note that applications not accompanied by the Application Coversheet available from our website or sent directly to the enquiry officer will not be accepted.

Closing date: 9 October 2023