

POSITION DESCRIPTION



COMMUNITY HOUSING LTD
GROUP OF COMPANIES

HEAD OF QUALITY

Location: Within reasonable travelling distance of a CHL Office

Reports to: Chief Systems Officer (CSO)

Supervises: Business Improvement

CHL Capability Band: #4

Primary Purpose:	The Head of Quality is responsible for overseeing the group quality strategy and ensuring the highest standard of product and service quality across the organisation. This senior leadership position drives continuous improvement initiatives, leads quality assurance processes and fosters a culture of quality and excellence. The Head of Quality will work closely with leaders to implement robust quality systems and change management initiatives aligned to the organisations strategic objectives.
Context:	This is an important role driving CHL's vision, values, mission and goals. Senior leaders are expected to build and promote a safe, healthy and respectful environment that is free from harassment and discrimination while creating opportunities for, and role modelling, work life balance
Work Health & Safety	Ensure all tasks and activities associated to the role's operations comply with WHS legislation, relevant State jurisdiction and CHL health and safety policies, processes, procedures and directions
Responsibilities:	<ul style="list-style-type: none"> • Develop, drive and evaluate the organisation's quality strategy which supports current and future state needs. • Design, implement and manage the organisation's quality management system; embed sector leading quality standards and performance expectations across all business units. • Develop systems and processes to manage organisational quality standards, striving for organisational excellence—monitor reputational engagement, industry policy settings and legislative requirements. • Manage and improve quality assurance systems ensuring a systematic and consistent approach to compliance obligations, quality and best practice. • Lead continuous improvement and quality control processes including regular audits, practice groups, project assessments, process reviews benchmarking and stakeholder feedback initiatives. • Lead and mentor quality and specialist teams to ensure all products, services and operations meet relevant standards and customer requirements—lead efforts to address quality concerns and maintain high levels of customer satisfaction. • Drive a quality culture and continuous improvement practice across the organisation; partner with key stakeholders to achieve quality objectives. • Establish training programs and set performance metrics to enhance capabilities and ensure awareness of quality standards and procedures. • Empower managers to make considered quality management decisions; assist to implement solutions which can efficiently implemented locally. • Deploy and embed change management strategies to support organisational objectives and initiatives; monitor and respond to process change acceptance. • Prepare regular reports for senior leadership on quality metrics, issues, and improvement initiatives; provide data-driven insights to assist decision-making and strategic planning. • Support the broader organisational governance framework and activities including corporate risk management, regulatory reporting, contract compliance and internal audit.

Technical Skills, Experience & Qualifications:	<ul style="list-style-type: none"> • Bachelor’s degree in engineering, quality management, business administration, or related field. • Minimum 10 years experience in quality management or related field with at least five years in a leadership role. • Extensive knowledge of quality management systems, ISO standards, Six Sigma, Lean or other quality frameworks. • Strong understanding of industry regulations and compliance requirements. • Proven ability to lead and develop high-performing teams. • Excellent analytical, problem-solving and decision-making skills. • Strong communication and interpersonal skills with the ability to influence and collaborate at all levels of the organisation. • Experience with automation or digital quality tools. • Certification in Six Sigma or similar quality-related certifications. • Current Driver’s Licence (mandatory) • Satisfactory Police, Working with Children and NDIS Checks as applicable
Key Capabilities:	<p>Client Focus: Cultivates a culture of service excellence, ensuring a high-level awareness of client issues. Emphasises meeting and exceeding client expectations.</p> <p>Achieves Results: Promotes a culture of achievement and fosters a quality focus. Sets high performance standards and consistently delivers outstanding results.</p> <p>Innovation and Creativity: Drives innovative alternatives and solutions through creative thinking. Encourages continuous improvement and values exploring new ideas.</p> <p>Strategic Thinking: Considers multiple perspectives and assesses key issues strategically. Develops solutions aligned with CHL's strategic goals.</p> <p>Leadership: Engages and inspires others in the strategic direction of the work area. Effectively communicates expectations and guides employees towards desired outcomes.</p> <p>Business Acumen: Possesses a comprehensive understanding of CHL’s entire business cycle, from strategy development to execution. Stays updated with the latest legal, regulatory, market, and technological developments that impact CHL's operations. Demonstrates a keen awareness of the political landscape and its influence on business decisions.</p> <p>Self-Awareness: Engages in critical self-analysis of performance and behaviour. Actively seeks feedback and demonstrates a commitment to personal growth.</p> <p>Guides, Mentors, Learns: Develops workforce capability through training and development. Mentors employees and supports professional growth.</p> <p>Communication: Engages, persuades, and impresses a wide range of audiences. Tailors messages to different stakeholders and utilises various communication channels.</p> <p>Integrity: Champions adherence to CHL's standards and promotes a culture of integrity and professionalism. Addresses breaches of values and standards proactively.</p> <p>Stakeholder Management: Proficiently manages diverse stakeholders and balances competing interests. Builds strong relationships to achieve organisational objectives.</p> <p>Cultural Competence: Exhibits understanding and respect for diverse cultures and backgrounds. Promotes inclusivity and diversity within the organisation.</p> <p>Technology Adoption: Promotes strategic use of technology for innovation, efficiency, and competitive advantage. Guides digital transformation initiatives.</p>