

## Quality & Audit Specialist

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Company: Serco

Location: Western Australia

Category: other-general

### About Us

Serco has a dedicated team of over 600 people supporting operations at Fiona Stanley Hospital and works in close partnership with the hospital leadership, WA Health, clinicians, and staff to deliver essential non-clinical facilities management, ICT and HR managed services. Our specialist team designs, manages and optimises the integrated services and are critical to the ongoing delivery of clinical services in Western Australia's largest and most digitally enabled public healthcare facility.

### About the Role

The Quality & Audit Specialist coordinates quality activity responsibilities across the service lines and is responsible for managing and maintaining the quality aspects of Serco's Performance at Fiona Stanley Hospital, ensuring contractual and operational objectives are met.

These quality activities will see you undertake expert and quality reviews (internal audits) across a variety of areas (quality, health and safety, environment, risk, compliance, ICT BCP). On completion of these activities you will be working closely with the Service Leads to provide the business with recommendations for improvements and will provide monitoring and support to close out the resulting corrective actions.

### About You

You are an experienced and passionate Quality & Audit Professional who is high performing, motivated and driven with a high level of analytical and problem-solving skills. You are confident in your ability to deliver positive valuable solutions with the ability to

influence at all business levels. You are a respectful and professional person who demonstrates exceptional values in everything you do.

What we're looking for:

- The highest levels of personal integrity and ethical behaviour.
- Successful completion of relevant degree or working towards relevant degree level certification.
- Provide advice on Quality Management and implementing industry standards and best practices.
- Assist in the implementation of Quality Management strategies in the organisation and support users in the execution of the strategy.
- Demonstrated specialist knowledge and experience in the interpretation and application of relevant ISO/quality standards in a hospital or healthcare facility.
- Demonstrated experience in the planning, design, development, and implementation of a quality management system.
- Sound business acumen and a track record of delivering value-add impact in a fast-paced dynamic environment.
- Confidence in your ability to develop and deliver training programs related to quality management systems.
- Proven experience in planning and delivery of expert quality reviews / audits.

You do not need to match every listed expectation to apply for this position. If you like the look of the role, we'd love to hear from you.

This is a position of trust and responsibility and to support this we will conduct a thorough probity assessment, which includes a Federal police check as an essential selection component for this role.

Serco requires employees in this role to be fully vaccinated against COVID-19 to ensure the safety and wellbeing of our people. Please consider this requirement when submitting your application.

About us – Serco & proud

At Serco, not only is the nature of the work we do important, but everyone has a vital role to play from caring for vulnerable people to managing complex public services. We are a team of 50,000+ globally and 14,000+ in Asia Pacific responsible for delivering essential public services in areas including defence, justice, immigration, healthcare, facilities management & citizen services. To learn more please visit [www.serco.com/aspac](http://www.serco.com/aspac)

Why Join Us • You'd be joining a company that delivers essential public services (in partnership with governments) that impact a better future for communities, & those in our care

- You'll get to have an impact on how we doings: Enjoy being part of a driven team with a collaborative culture that values decision-makers & action.
- We Invest in you: Accelerate your career through our learning & development opportunities – think skills based training, defined career pathways & fantastic internal mobility opportunities across the group!

If you are inspired to make a positive different and would like to be considered for this opportunity, please apply now.

For more information about this job opening, or to have a confidential discussion, please email NAME at EMAIL. Please be advised that all prospective applicants are required to submit an application and participate in our formal recruitment process.

Serco's values of Trust, Care, Innovation and Pride underpin everything we do. We are curious, creative and collaborative. Our people matter and make a difference every day. We seek and celebrate diversity and encourage applications from all backgrounds and cultures including Aboriginal and Torres Strait Islander people, LGTBQI+, veterans and people with disability. By joining Serco you will have access to Employee Networks led by colleagues who are passionate about diversity, inclusion and belonging.

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