Solar Victoria – Department of Energy, Environment and Climate Action

Position description: Training and Quality Assurance Officer



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| Position details |
| **Position title:** | Training and Quality Assurance Officer |
| **Position number:** | 50963314 |
| **Classification:** | VPS Grade 4 |
| **Salary range:** | $97,955 - $111,142 p.a. plus superannuation |
| **Employment type:** | Fixed Term (to 30/06/2026) |
| **Group:** | Solar Victoria |
| **Division & Branch:** | Customer and Digital Experience DivisionCustomer Experience Branch – Customer Contact Centre  |
| **Work location:** |  Latrobe Valley GovHub, 65 Church Street, Morwell Hybrid work arrangement available: [x]  Yes [ ]  No  |
| **Reports to:** | Manager, Customer Experience |
| **Direct reports:** | [ ]  Yes [x]  No If yes, how many?  |
| **Further information:** | Manager Customer Experience – Ash Moss – ash.moss@deeca.vic.gov.au  |

## Position Purpose

The **Training and QA Officer** leads the development, update and delivery of training within the contact centre, develop, manage and deliver quality assurance framework and audits and continuous improvement initiatives to facilitate service excellence and a customer centric mindset across the organisation.

An innovative thinker with an ability to keep the customer and our stakeholders at the centre, you will have deep experience in building knowledge and ensuring high engagement and motivation.

## Context

Solar Victoria’s purpose is to “Empower Victorians to access clean and affordable energy”.

We are responsible for delivering the Victorian Government’s $1.3 billion Solar Homes Program – one of the most ambitious and transformative renewable energy programs in Australia aimed at reducing energy costs, boosting energy supply, creating new jobs in the renewables sector, and tackling climate change.

We deliver rebate programs for eligible households, rental properties and apartment buildings to access and install solar panels and hot water systems. Our aim is to deliver solar power to over 770,000 Victorian homes over 10-years and to reach one million Victorians through our suite of programs.

We also deliver the Victorian Energy Upgrades (VEU) program, the state’s largest emissions reduction program, supporting Victoria to achieve its energy transition and emissions reduction goals through improved energy efficiency, demand management, and household and business electrification. We work closely with the Essential Services Commission to drive and deliver on the Government’s priority policy objectives through the provision of more than half a billion dollars’ worth of incentives each to energy consumers and the supply chain each year – supporting Victorian households and businesses with their energy bills and creating jobs for industry.

As part of DEECA, Solar Victoria works closely across the department particularly with the Corporate Services Group and Energy Group, along with industry, regulators and community organisations.

For more information, visit our website [www.solarvictoria.vic.gov.au](http://www.solarvictoria.vic.gov.au)

## Accountabilities

* In collaboration with subject matter experts across the organisation, design and develop training programs for a team of Customer Experience Officers ensuring they are equipped with the skills and knowledge to answer enquires and process applications for Solar Victoria’s programs.
* Deliver training packages during induction and upskilling, ensuring appropriate support mechanisms are in place post-training delivery to empower our Customer Experience team to resolve enquiries efficiently.
* Undertake and analyse quality assurance evaluations on Customer Experience Officers, using insights and trends to inform future training and uplift opportunities, further improving customer service outcomes.

Accurately record training data to generate and present regular learning and development reports to senior management that will assist in identifying opportunities for improvements and streamlining service delivery.

* Build and foster relationships with Team Leads in the Contact Centre, working collaboratively to provide targeted support to individuals and uplift confidence and capabilities.
* Document and maintain training and quality assurance related procedures and materials in the organisation’s ECM, ensuring they can be accessed post-training as a point of reference.
* Practice confidentiality and empathy when completing quality assurance reviews and delivering targeting training.
* To practice cultural safety by creating environments, relationships and systems free from racism and discrimination so that people can feel safe, valued and able to participate.

## Key Selection Criteria

The key selection criteria specified below outline the capabilities required for the position.

#### Specialist/Technical Expertise/Qualifications

**Mandatory:**

* Proven experience designing and delivering training programs and applying knowledge management principles
* Proven ability to operate effectively and efficiently within a dynamic, sensitive, confidential and time pressured environment being responsive and solutions-focused

**Desirable:**

* Relevant tertiary qualification such as Certificate IV in Workplace Training and Assessment would be highly regarded
* Demonstrated ability to work with Salesforce or similar Customer Relationship Management Systems, and SharePoint or a similar document management system.

#### Capabilities:

* **Innovation and Continuous Improvement:** Seeks opportunities for continuous improvement and ways to innovate; Offers suggestions and ideas, encourages others to do the same; Leverages existing continuous improvement systems and procedures to improve outcomes, quality and efficiency of work; Creates space for learning and innovation by seeking input and feedback from others.
* **Influence and Persuasion:** Consistently adapts the content, style, message or tone of a presentation to suit the audience and plans how to tackle objections; Applies own ideas by linking them to others’ values, needs and goals.
* **Customer Focus:** Monitors customer satisfaction to gain critical insights; Looks for continuous improvement opportunities and ways to innovate.
* **Communicate with Impact:** Prepares and delivers logical sequential and succinct presentations; Uses clear and concise language; Uses media appropriate to the audience and presents information to develop the understanding of the topic.

## Position specific requirements

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| Financial Delegation Value  | $0 A declaration of Private Interests will be required for positions with financial delegations of >$20,000 |
| The occupational health and safety requirements of this position may include, but are not limited to: | · Sedentary desk work· Emergency response work |
| DEECA will conduct relevant checks about applicants and the information provided within an application. Checks will include but are not limited to: | A Declaration and Consent form consenting to DEECA contacting current and previous employer(s) to substantiate employment history, past conduct and performance is required. A satisfactory National Police Check will be required (for all non-DEECA employees). This position has a requirement to work shift work or out of hours work will be required that will involve evening or weekend work including occasional overnight travel. |
| Employment terms and conditions | Are governed by the Victorian Public Service Enterprise Agreement 2024 and the Public Administration Act 2004. Recipients of Victorian Public Service (VPS) voluntary departure packages should note that re-employment restrictions apply Non-VPS applicants will be subject to a probation period of six months |
| Privacy | The department affirms that the collection and handling of applications and personal information will be consistent with the requirements of the Privacy and Data Protection Act 2014. |

### About the Department

We employ more than 6,500 staff, who work from more than 82 locations throughout Victoria, across the portfolios of energy, environment, climate action, water, agriculture and resources. Our challenge is to maintain Victoria’s liveability, with a population expected to almost double by 2050, while responding to climate change and protecting our natural environment, infrastructure and heritage for future generations. We take a community-centred approach and involve communities and key stakeholders in decisions and policies that affect them and we collaborate across our portfolios to design and deliver services and programs.

For further information about the department, please visit our website www.deeca.vic.gov.au

Our values Our values align with the core Public Sector values – responsiveness, integrity, impartiality, accountability, respect, leadership and human rights. Additionally, we use our Leadership Model to shape the way we work. Using the principles of ‘Work Together’, ‘Do What Matters’ and ‘Make a Difference’ we create a culture that puts our people at the centre of everything we do. The Leadership Model reminds us of what’s important in our daily interactions with each other, and in the actions and decisions we take to deliver our work.

### Our Community Charter

We are committed to the Victorian Government Public Engagement Framework that enables meaningful and inclusive engagement to make better decisions and improve the lives of Victorians. Our Community Charter is our promise to be available, be involved and listen, and take action as we deliver services and create opportunities that supports thriving, productive, and sustainable communities, environments and industries.

### Emergency Response and Health and Safety Requirements

The department plays a major role in Victoria’s emergency response activities, through an all-hazards, all-emergencies approach. Staff may be directly employed for these roles or may be called upon to support these activities as required following the appropriate training and “fit for work” assessment.

### A Diverse, Inclusive and Flexible Workplace

DEECA welcomes applicants from a diverse range of backgrounds and we focus on the essential requirements of the job and being consistent and fair in our treatment of all applicants. Our diversity and inclusion outcome pillars:

1. We are connected to liveable, inclusive, sustainable communities
2. We are diverse
3. We are inclusive and flexible
4. We are safe and respectful

DEECA can provide reasonable adjustments for people with a disability. If you need assistance to fully participate in the application or interview process, please use the contact listed under ‘Position Details’.

#### Aboriginal Cultural Safety

Cultural safety of Traditional Owners and Aboriginal Victorians, as an underpinning principle of self-determination, is embedded in everything we do. Under the Aboriginal Cultural Safety Framework DEECA is committed to creating a culturally safe workplace, where there is space for culture to live and for spiritual and belief systems to exist. For further information, please contact self.determination@deeca.vic.gov.au.

#### Employment Location

Solar Victoria’s headquarters is based at 65 Church Street Morwell as part of at the Latrobe Valley GovHub, which houses over 200 workers staff from several Victorian Public Service departments. Solar Victoria also has a Melbourne CBD office location at 150 Lonsdale Street. On occasion, staff may be required to travel to an office alternative to their base location for work events or meetings.

#### Balancing your Life / Hybrid Working

We understand that a balanced life is important to our employees and we offer a wide range of flexible options to help you manage family, health, carer responsibilities, study, career or personal interests. Options may include working some days from home or other suitable locations, starting early or late, working part time, job share or accessing paid or unpaid leave in line with our flexible working policy.

### Accessibility

To receive this information in an accessible format (such as large print or audio) please call the Customer Service Centre: 136 186, TTY: 133 677, or email customer.service@deeca.vic.gov.au