Position Description

Position title	Senior Auditor (Accreditation and Performance)
Group / Branch	Liveable Water Solutions / Construction Monitoring
Reports to (Title)	Manager - Construction Monitoring
Competency level	People Leader

Job Purpose

The Senior Auditor (Accreditation and Performance) is responsible for assessing and verifying that civil contractors and engineering consultants meet South East Water's Accreditation Deed, Land Development Policy and Pricing Manual, and capability, compliance, quality, and performance standards.

The position undertakes onsite project audits, office-based system audits, performance reviews, and ongoing compliance assessments to determine whether accredited consultants and contractors have the capability, systems, resources, and demonstrated performance necessary to meet established accreditation requirements and inform the risk based auditing regime.

The role provides independent, evidence-based assessments that support accreditation and prequalification decisions, ongoing monitoring of accredited organisations, identification of performance risks, and continuous improvement.

The role will support the Manager Construction Monitoring in the development and implementation of auditing regimes.

Key Accountabilities

- Provide day-to-day leadership, coaching and mentoring to performance and accreditation team, supporting consistency, capability development, knowledge sharing and achievement of team objectives.
- Conduct onsite and office-based audits of civil contractors and engineering consultants against established accreditation and performance requirements.
- Conduct assessments and verification of nominated Key Personnel to ensure ongoing compliance with accreditation requirements.
- Assess the organisation's capability, capacity, systems, resources, personnel, governance, and technical competency.
- Review contractor and consultant performance against agreed standards, project requirements, specifications, contracts, and performance expectations.
- Review project records, performance data, inspection and test records, non-conformance reports, corrective actions, complaints, incidents, project evaluations, and other relevant evidence.

- Conduct onsite inspections to verify that reported performance and documented systems reflect actual practices and outcomes.
- Interview management, project managers, engineers, supervisors, technical personnel, and other relevant stakeholders of accredited organisations to establish the effectiveness of systems and performance.
- Evaluate whether identified issues are isolated incidents or indicate broader organisational or systemic deficiencies, and recommend corrective actions, performance management measures and accreditation outcomes based on the severity and risk of the issue.
- Provide recommendations regarding accreditation, continued accreditation, conditions of accreditation, increased monitoring, suspension, or other appropriate actions in accordance with organisational policy.
- Review 'audit schedules and risk assessments' prepared by consultants are aligned with project risks.
- Coordinate and administer the annual Accreditation Deed renewal process, including assessments, documentation, stakeholder communications and contract execution requirements in accordance with SEW requirements.
- Continually monitor and analyse performance data through various sources (such as issues, non-conformances, Survey Monkey general feedback and office audits) in order to identify and respond to industry trends or emerging issues.
- Manage and lead accredited Consultant and Contractor performance meetings and implement performance management, where appropriate.
- Manage and co-ordinate serious incident panel investigations with all relevant subject matter experts, including People & Safety Governance
- Work closely with construction auditors and take on site construction auditing tasks if required, supporting the team to maintain continuous, high-quality construction auditing services and meet business objectives.
- Respond to, and address enquiries from customers and internal and external stakeholders regarding technical matters, performance and accreditation maters, risk based auditing and related activities, and MDW and Arcus.
- Establish and maintain strong relationships with land development industry stakeholders.

Knowledge, Skills & Experience

- At least 2-5 years demonstrated on-site and desktop auditing experience in a regulated or compliance focused environment, including monitoring contractor performance, assessing compliance with contractual requirements
- A strong understanding and demonstrated experience in managing high risk suppliers (consultants and contractors) including assessing supplier capacity, compliance performance, risks and contractual obligations particularly in water and sewerage services.
- Experience assessing whether an organisation has:
  - Appropriate systems and processes
  - Adequate resources and personnel
  - Appropriate technical capability
  - Effective quality management systems
  - Evidence of ongoing performance and compliance
- Experience undertaking onsite (construction) audits, interviewing key personnel, reviewing project management plans and inspection test plans against quality management systems.

- Demonstrated experience providing leadership, coaching and mentoring to technical teams, including capability development, knowledge sharing, performance improvement, and consistent application of auditing and compliance practices.
- Experience preparing formal audit/assessment reports and documenting objective evidence.
- Demonstrated understanding of the construction of assets and network operations.
- Experience in incident management processes such as Incident Cause Analysis Method (ICAM) incident reporting.
- ISO 9001Lead Auditing experience would be beneficial or other experience managing a risk-based Audit Schedule and familiarity with ISO9001.
- Demonstrated ability to develop strong working relationships with key stakeholders, contractors, supervisors and field staff fostering effective communication, collaboration, negotiation and trust to support business objectives and influence successful project outcomes and alignment of goals.
- Hold Construction Induction (white card), Full Victorian Driving license, Trenching and Shoring and Confined Space qualifications, First Aid qualifications or a willingness to obtain qualifications.
- Highly developed strategic, analytical and problem-solving skills;
- Written communication skills to produce high quality reports and updates.
- Ability to interpret and apply standards, legislation, regulations, accreditation requirements and organisational procedures.
- Experience dealing professionally with organisations being assessed, including explaining findings and managing difficult or sensitive situations.
- Good understanding of risk-based auditing and compliance assessment principles.

Dimensions

Organisational Chart



Number of people managed:

1 direct report

Size of budget managed:

Nil.

Value of Assets managed:

n/a

Ensuring a sustainable, resilient organisation:

Authorities outlined in Instrument of Delegations none

Compliance management responsibilities outlined in the compliance and obligations register none

South East Water operates a 24/7 service environment. Whilst this role does not involve after-hours rostered duty, all employees may be required to provide out of hours support from time to time as required.