



Position description

Position title	Policy Governance & Quality Officer
Group / Branch	People Safety & Governance/ Risk, Assurance & Compliance
Reports to (Title)	Compliance Manager
Competency level	<i>Individual Contributor</i>

Job Purpose

The Policy Governance & Quality Officer contributes to the development, implementation and continuous improvement of South East Water's policy and governance framework, document management processes and Quality Management System (QMS). This role supports a coordinated, risk-based approach to policy management, ensuring alignment with legislative, regulatory and organisational requirements. It provides advice and assurance and delivers the capability uplift required to maintain and continuously improve South East Water's QMS.

Key Accountabilities

Policy and Procedure Framework Uplift

- Develop and implement a Policy Governance Business Plan to strengthen and mature the organisation's policy framework
- Lead the review, improvement, and ongoing maintenance of the Policy and Procedure Framework
- Provide quality assurance by reviewing policies and procedures for alignment with legislation, risk, and organisational objectives
- Identify compliance issues and provide practical, risk-based recommendations, supporting business units to implement and track improvements
- Coordinate policy review cycles and ensure policies remain current, compliant and fit for purpose

Quality Management System & Certification

- Support the ongoing maintenance and continuous improvement of the QMS including coordinating activities required to maintain ISO9001 certification.
- Monitor, measure and report on QMS performance, including identifying improvement opportunities
- Contribute to the integration and alignment of management systems to drive consistency and efficiency across South East Water
- Support audits, assurance reviews and external certification activities

Document Management & Control

- Manage and maintain the quality document management system (OpenText/Livelink)
- Ensure policies and procedures are current, version-controlled, approved, accessible and compliant with document control requirements and engage with the business when uplift or improvement is required.



- Establish and ensure compliance with document lifecycle processes (creation, review, approval, archival)
- Partner with technology teams to improve system functionality, reporting and user experience

Stakeholder engagement and capability uplift

- Partner with stakeholders across South East Water to support policy development, review and implementation
- Provide practical guidance and coaching to improve the quality and consistency of policy and procedural documents
- Design and deliver training and awareness programs to build capability in policy governance, documentation and compliance
- Promote a culture of accountability, governance and continuous improvement

Governance, Assurance and Reporting

- Provide advice on policy, governance and quality management practices
- Prepare reporting for senior leaders on management systems, policy status, compliance trends and system performance
- Identify systemic issues and recommend improvements to frameworks, processes and controls
- Influence and support senior leaders to embed effective governance practices within their teams

Knowledge, Skills & Experience

Essential

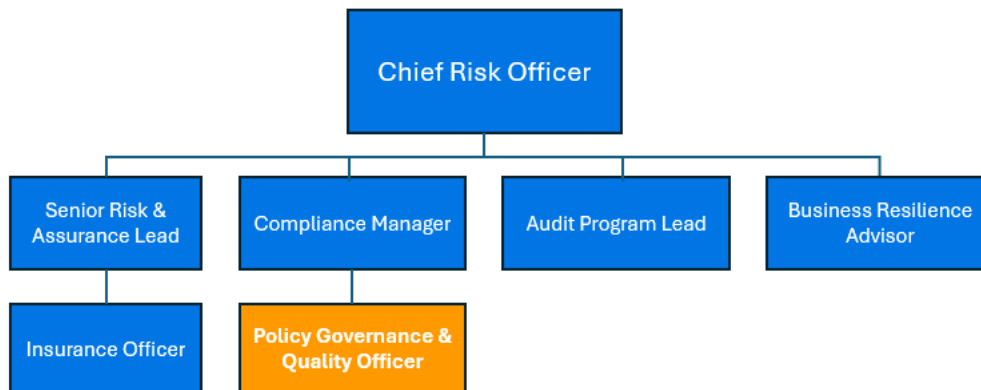
- Between 2-5 years' experience in policy development and governance, compliance, risk or assurance within a complex or highly regulated environment.
- Knowledge of and experience with maintaining Quality Management Systems and ISO9001
- Demonstrated experience in developing, reviewing and embedding policy frameworks, systems and processes
- Understanding of legislative and regulatory obligations and their practical application to organisational policies and procedures
- Experience planning and managing compliance reviews, audit or assurance activities, including analysing findings and supporting / governing practical remediation
- Experience working with or administering document management systems or governance tools
- Proven experience engaging stakeholders and contributing to organisational uplift or change initiatives
- Strong interpersonal skills with the ability to build relationships, provide credible advice and influence outcomes across the business
- Ability to deliver training, guidance and coaching to build organisational capability in policy and governance practices

Desirable

- Experience in public sector or highly regulated environments

Dimensions

Organisational Chart



Number of people managed:

Nil

Ensuring a sustainable, resilient organisation:

Authorities outlined in [Instrument of Delegations](#) yes - reports to Responsible Officer

Compliance management responsibilities outlined in the [compliance and obligations register](#) yes - compliance co-ordinator

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.