

POSITION DESCRIPTION



Quality Assurance Specialist

POSITION DETAILS

Position Title	Quality Assurance Specialist (x2 roles)
Classification	HEW 8
Position Number	TBC
School/Office	Pay Confidence Program
Division	Division of the Chief Operating Officer

POSITION PURPOSE

The Quality Assurance Specialist provides **independent validation of remediation calculations** before payment. Holds **mandatory sign-off authority**.

KEY ACCOUNTABILITIES

- Validate remediation calculations before payment approval (primary responsibility)
- Perform independent recalculation to verify accuracy
- Conduct sample validation (10-100% based on risk)
- Review calculation logic, assumptions, and documentation
- Document validation findings with clear error categorization
- Provide mandatory sign-off
- Return calculations to Senior Remediation Analyst for correction.
- Escalate systemic issues to Governance PM and Data Lead
- Monitor quality trends and recommend process improvements
- Maintain comprehensive error log and quality dashboard
- Ensure calculations comply with approved methodology and IR requirements

- Verify award interpretation and EA application
- Review documentation for completeness and audit readiness
- Validate calculation assumptions are defensible
- Support audit requirements with validated evidence

QUALIFICATIONS, EXPERIENCE AND SKILLS

- Tertiary qualification in Accounting, Finance, Mathematics, Business, or equivalent
- 3+ years in quality assurance, audit, financial analysis, or payroll validation
- Strong mathematical and analytical skills with error detection capability
- Advanced Excel - complex formulas, data validation, reconciliation
- Exceptional attention to detail with zero-tolerance mindset
- Understanding of payroll calculations and award/EA interpretation
- Quality assurance methodologies and sampling techniques
- Ability to maintain independence and objectivity

HIGHLY DESIRABLE

- Payroll remediation or wage compliance program experience
- Australian payroll awards, EAs, Fair Work Act knowledge
- Internal audit, external audit, or QA certification
- Higher Education or public sector payroll experience
- Statistical sampling and risk-based testing methods
- Power BI or data analytics tools

KEY RELATIONSHIPS

- **This position reports to:** Senior Project Manager, Governance
- **This position supervises:** NIL
- **Key internal relationships:**
Governance Team,
Senior Remediation Analyst,
Data Lead
- **Key external relationships:**
Regulatory Stakeholders,
Auditors,
Service Providers

CHALLENGES

- Volume and complexity at scale - Validating hundreds/thousands of complex calculations while maintaining 100% accuracy
- Maintaining independence - Operating independently while maintaining collaborative relationships
- Zero tolerance for errors - Full accountability for catching errors before payment
- Balancing speed and accuracy - Meeting tight deadlines without compromising quality standards
- Edge case complexity - Validating complex scenarios without clear methodology precedents
- Rework management - Managing high rejection volumes while supporting Senior Remediation Analyst
- Accountability pressure - Holding mandatory sign-off means full responsibility for any errors that proceed

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

Approved by: Matthew Bond

Date: 07/01/2026