

Quality and Compliance Systems Specialist

Position Description

Reporting to:	Quality and Compliance Manager	Work location:	Melbourne or Brisbane Any capital city location or otherwise by negotiation
Department:	54 reasons	Budget holder:	No
Team:	Nationwide Services	Direct reports:	No

About 54 reasons

54 reasons is Australia's leading child rights organisation, proudly part of the Save the Children Australia Group and global movement. We're here to make sure that everyone understands their rights. So that children and young people have their rights met and thrive, in all their diversity.

We champion the children, young people and families we work with. We are inspired by the curiosity and creativity of children, and motivated by the love of those who care for them. With the child's voice at the centre, we provide quality services to children and their caregivers, advocating with them so that children develop, learn, and are connected, safe and confident.

Our people are proudly local, and as diverse as the communities we serve - in every state and territory, and across regions, remote areas and capital cities. Our operations and services span the early years and school engagement, youth justice, domestic and family violence and family support, and our practice is grounded in child rights and participation.

From our 54 Reasons Practice Framework to our culture where you will feel valued, belong and make a difference for children, 54 Reasons is truly a place you will **learn and grow**. Find out more about *Our Promise* to Children and Young People and how our Practice and Impact measurement team works to ensure the provision of high quality, contemporary and inspiring service, practise and outcomes that meet and exceed client needs. [Our Approach – 54 reasons](#)

Here you'll make a difference

At Save the Children Australia, we attract bright and big-hearted people who are inspired to make a difference. Together, we are fearless in our pursuit of making lasting change for the children and communities who need it most.

Role Purpose

The Quality and Compliance Systems Specialist is accountable for:

- Support with contract management including new contract implementation, compliance, reporting and funder engagement for national agreements
- Support with or coordinating continuous improvement initiatives
- Design and build system-based solutions to support quality, compliance, and reporting
- Develop automation workflows to reduce manual processes and improve efficiency
- Create and maintain dashboards and reporting tools to provide real-time insights
- Support implementation and optimisation of contract management systems
- Support with and enable audit readiness and compliance including through efficient and data-driven systems
- Identify opportunities to improve processes, data quality, and visibility
- Work with stakeholders to deliver practical and scalable digital solutions
- Act as a hands-on builder, implementing solutions rather than just overseeing processes

This role works closely with 54 reasons operational leaders as well as Save the Children Group support services, collaborating to: ensure we continue to meet and beat external standards, remedy systemic compliance issues, drive priority CQI initiatives, and ensure we deliver on our commitments to national funders.

Here your skills will be valued

Role requirements

- Supporting with planning and engagement in formal audits, internal self-assessments and external accreditation;
- Enable audit readiness and compliance through efficient, data-driven and automated processes
- Work with operational teams to ensure successful delivery against national agreements and maintain appropriate records and documentation;
- Coordinate reporting and compliance activities as required in funder contracts, guidelines, policies, procedures and/or relevant legislation;
- Support with continuous improvement initiatives including through cross functional collaboration.
- Support or coordinate other strategic initiatives as directed to ensure our services remain accessible, accountable and promote client agency.
- Design and deliver system-based solutions, including automation workflows and digital tools to support compliance and quality processes
- Develop and maintain dashboards and reporting to provide real-time insights on performance, compliance, and risk
- Support the implementation and optimisation of contract management systems, including configuration and continuous improvement
- Identify and implement opportunities to improve processes, data quality, and operational efficiency through digital solutions
- promoting adherence to Save the Children Group and 54 reasons' policies, guidelines and processes;

Health, safety, security and risk management

- Be a role model for safety and security and comply with all workplace safety policy, procedure, work instructions and training
- Act safely at all times
- Report all incidents, injuries and potential hazards in a timely manner
- Participate in, and contribute to, health and safety awareness and improvements
- Be aware of, document and manage the risks associated with your team's programs and workplaces and ensure appropriate elimination or mitigation measures are applied

Child protection and safeguarding requirements

- Maintain a child safe environment at the workplace and safeguard children's rights, acting in the best interests of children at all times
- Comply with the [Child Safeguarding Policy](#) & [Code of Conduct](#)
- Demonstrate the highest standards of behaviour towards children in both your private and professional life
- Never abuse the position of trust that comes with being a part of the Save the Children family
- Maintain a safe and positive relationship at all times when working with children and young people
- Respond to any concerns for the safety or wellbeing of a child in a program in accordance with internal reporting processes

All roles at Save the Children contribute to our impact for children

At Save the Children and 54 reasons, every role, whether in our programs or support services, plays a vital part in our impact for children. We are committed to creating a positive impact on the lives of children and their communities, and we value the contributions of every team member in achieving this vision.

Here you'll belong

It takes all types of people to do the challenging work we do. Here are some of the specific skills and experiences you'll bring to this role:

Essential knowledge or experience

- Understanding of contemporary Australian quality frameworks and standards relevant to the work of 54 reasons
- Demonstrated experience building dashboards (e.g. Power BI or similar tools)
- Experience using or configuring workflow automation tools (e.g. Power Automate or equivalent)
- Experience working with or supporting implementation of enterprise systems (e.g. contract management, CRM, case management systems)
- Strongly collaborative approach to working and communicating effectively with internal stakeholders and partners, including geographically dispersed teams, and Board and executive as well as field-based staff
- Highly developed written and verbal communication skills, including experience writing funder reports and policy/procedure documents
- Ability to self-organise and manage projects to strict timelines, with a solutions mindset, and sound judgement in terms of both prioritisation against wider business need and escalation to senior leaders
- Demonstrated commitment and openness to learning and contributing to our adaptive team culture

Desirable knowledge or experience

- Experience implementing or administering contract lifecycle management (CLM) systems
- Experience in system implementation, digital transformation, or process improvement projects
- Strong data analysis and reporting capability (including data modelling or advanced Excel)
- Familiarity with SQL, data extraction, or integrations
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- Experience in compliance, audit, or quality frameworks (especially in human services / NFP context)

Required qualifications and/or accreditations

- Degree in relevant field, e.g. business or project management, public administration or equivalent experience

Additional Information

- Any offer of employment at 54 reasons will be subject to a satisfactory National Police Record Check and, where required, a Working with Children Check
- Employees must sign on to Save the Children Australia's Child Safeguarding Policy and Code of Conduct
- Ongoing performance and employment will be measured against KPIs, values and demonstrated behaviours outlined above
- 54 reasons is an Equal Opportunity Employer

Driver's Licence:

Required

Travel:

Some travel required

Working with Children Check:

Required

Assets:

Laptop