Position Description

Position title:	Compliance and Audit Officer
Entity:	Austroads
Group	Service Delivery
Job Type:	Full – time (1.0 FTE)
Location:	Austroads Sydney Office
Reports to:	National Temporary Traffic Management Operations Manager
Responsible GM:	General Manager Service Delivery
Direct reports:	N/A
Date reviewed:	October 2026

Organisational Context

Austroads is the association of Australian and New Zealand transport agencies.

We provide authoritative, practical and impartial advice, information, tools and services to help our members to deliver safe, efficient and reliable mobility to their customers.

We also deliver value to a range of other key stakeholders across government, industry and communities, where there is a demonstrated societal benefit to do so.

Austroads comprises several business activities, including the core Austroads work program, the National Exchange of Vehicle and Driver Information System (NEVDIS), and Transport Certification Australia (TCA).

Our teams are located across Australia and New Zealand. We work in an integrated and collaborative way, along with external consultancies and other partners, to ensure our products and services are delivered successfully and maximise value.

Austroads promotes a culture of professionalism, innovation, and integrity, with a commitment to accountability, quality, and excellence in the delivery of all of our programs and services. Austroads values continuous improvement, and all staff are expected to engage in their work in a spirit of curiosity, collaboration, and proactivity.

We recognise the unique skills and abilities of each individual, who come from a wide range of disciplines and backgrounds. We support our people through ongoing development and learning opportunities and create a supportive team environment for all our staff. We strive to be an employer of choice.

Austroads takes inclusion and diversity seriously. We embrace difference and diversity of identity, experience and thought, and actively strive for inclusive behaviours across our company and our work.

The Role

Team Purpose

The Service Delivery team provides Austroads established products with a strong focus on functionality and sustained excellence. Effective service delivery is underpinned by a team of professionals who are responsive to the needs of Austroads members and other users of our services. We are proactive in communicating our Service Delivery priorities and plans, and we strive to continuously improve our services and add value for our members.

Position Purpose

The Compliance and Audit Officer is responsible for supporting the Audit Lead in the delivery, maintenance and continuous improvement of the Temporary Traffic Management (TTM) compliance and audit framework including assisting and taking the lead for completion of audits with Approved Training Providers (ATPs) and writing of subsequent reports.

Major Responsibilities/Accountabilities

The role is responsible for:

- Conducting audits of Approved Training Providers (ATPs) against established service agreements as directed by Audit Lead.
- Preparing clear, accurate and timely audit reports, and maintain comprehensive audit records and documentation in accordance with organisational, contractual and record-keeping requirements.
- Providing accurate and timely support in the maintenance of the audit and assurance program including the audit framework, guidelines, procedures and processes
- Drawing upon multiple sources of data, information and other knowledge to compile reports.
- Responding to audit and compliance queries from stakeholders.
- In collaboration with the Audit Lead ensuring that ATPs rectification plans are submitted in nominated timeframes as per audit report
- Entering and maintaining audit and compliance data in the Austroads Training Registry
- In collaboration with the Audit lead preparing audit documentation including audit schedule and communicate to appropriate stakeholders
- Conducting surveys as required for example surveys via phone to key stakeholders
- Analysing established surveys responses as required
- Contributing to continuous improvement, identifying ways to enhance value for our members and the public
- Maintaining and adhere to Quality Systems processes and procedures associated with the role
- Other duties as directed

Key stakeholder Interfaces

Internal

- Temporary Traffic Management team
- National Temporary Traffic Management Operations Manager
- General Manager Service Delivery

External

- Approved Training Providers
- Jurisdiction leads
- Approved Auditors
- General stakeholders

The Person

Qualifications, Knowledge, and Experience

The role requires high level skills in understanding the Vocational, Education and Training (VET) environment, VET quality framework and Standards for NVR Registered Training Organisations.

The **Compliance and Audit Officer** will possess:

- Minimum three to four years experience with a compliance focus in a Registered Training Organisation (RTO) training environment
- Demonstrated understanding of the standards for NVR and regulatory requirements in the VET sector
- Demonstrated experience in conducting audits based on the standards for NVR and regulatory requirements in the VET sector
- Demonstrated experience in preparing and writing Audit reports
- Sound judgment and analytical/evaluative skills
- Excellent organisational and administrative skills
- Excellent written and oral communication skills
- High attention to detail and accuracy in data entry and reporting
- Experience in data entry and report analysis and preparation
- Strong interpersonal skills with the ability to work collaboratively with others or independently

Personal Qualities

The incumbent will need to present a professional image and build a strong relationships across the enterprise. Specifically, the role requires:

- A strong problem-solving ethos
- Strong networking and teamworking skills
- Culture of delivery and closure on issues
- Sound judgment and analytical/evaluative skills (i.e. ability to resolve complex issues and an ‘eye for detail’)
- Comfort working in an environment which is constantly evolving
- Demonstrated ethical behaviour

Capability Profile

Self-Awareness	Has conscious understanding of the impacts of own behaviours, emotions and thoughts processes, takes action to improve personal effectiveness.	Foundation
Critical Thinking and Problem Solving	Objectively analyses and evaluates available data, points of view, needs of stakeholders and potential solutions before recommending relevant actions or decisions.	Intermediate
Project/Work Delivery and Management	Defines work activities required to deliver against outcomes intended, in line with agreed timeframes, resources, and ways of working. Understands and applies effective project planning, coordination and control methods.	Intermediate
Data Literacy	Utilises diverse data sources to improve the speed and quality of service delivery and decision-making processes	Foundation

Drive Accountability and Outcomes	Is proactive and responsible for own actions to ensure desired organisational objectives are achieved.	Intermediate
Work Collaboratively	Collaborates with others, demonstrating an understanding of their value to the organisation.	Intermediate
Makes Insightful Decisions	Makes considered, ethical and courageous decisions based on insight into the broader context	Foundation