

Quality Assurance Manager– Victoria & Tasmania

Herron Todd White is a respected market leader with a positive and focused future. Our people are the key to maintaining our strong reputation for providing high quality property valuations and exceptional customer service for key clients across Australia. We have an unrivalled national presence while maintaining a local focus, prioritising teamwork, flexibility, challenge and fun across our 65 offices and over 800 employees.

We are seeking to appoint an experienced and dedicated QA Manager on a full time basis to join our team of 200+ employees. Reporting to the Director, Corporate Services and working closely with your QA peer, this role will provide support and guidance to the Commercial and Rural Valuation Divisions, ensuring that valuations standards are met. This role will also work closely with the National QA Director, to assist in the management and operation of a one best practice quality management system.

Key tasks of the role include:

- Reviewing valuation reports prepared by our commercial and rural divisions.
- Ensuring consistency in report writing and sales analysis across the business.
- Ensuring that our report templates adhere to API & HTW Guidelines.
- Counter-signing valuation reports (in line with HTW value thresholds).
- Providing training and mentorship to the commercial and rural valuer team.
- Providing feedback to Directors on skills gaps identified through the QA and Audit processes.
- Participating in HTWA Commercial Risk Compliance.
- Developing and maintaining strong relationships with key clients and HTWA.

To be successful in this role, you will ideally meet the following criteria:

- Hold a Certified Practising Valuer (CPV) qualification.
- Be recognised and well-regarded within the property valuation industry.
- Possess strong relationship building skills and stakeholder management.
- Possess strong interpersonal, written and verbal communication skills.
- Be self-directed and able to work autonomously and under pressure.
- Have a high level of self-awareness with an ability to manage weaknesses and strengths to the benefit of the business.

For enquiries or to apply please email jane.anderson@htw.com.au

All applicants are assured confidentiality and only shortlisted applications will be contacted. It is a condition of employment that successful candidates undergo a company paid Federal Police clearance.