



POSITION DESCRIPTION

Position Title:	Quality and Operations Support Engineer
Cluster / Business Unit / Division	NSTLI/Australian Synchrotron/Operations
Section or Unit:	Quality and Risk
Classification:	Band 5
Position Description Number:	PD-1812
Work Contract Type:	Professional

POSITION PURPOSE

The Quality and Operations Support Engineer is responsible for management of equipment inspection and testing validation and calibration, to ensure technical equipment, plant, facilities and systems at the Australian Synchrotron meet requirements for specified application and intended use, and ISO9001. The position also supports the management of calibrated equipment; supplier review and assessment; project quality planning and quality management systems and processes.

The position ensures work fully complies with the quality and environmental frameworks, safety procedures and standards, regulatory requirements and management principles.

ORGANISATIONAL ENVIRONMENT

ANSTO is the national organisation for nuclear science and technology. We focus on undertaking leading edge research, delivering innovative scientific services and providing specialised advice to government, industry, academia and other research organisations.

The Australian Synchrotron provides world-leading technical capability, and the nucleus around which new science and industry networks form as researchers interact. The synchrotron delivers better and faster experimental techniques that not only enhance current fundamental and applied research, but also open up new avenues of investigation to Australian science. The facility promotes international collaboration to enable leading-edge research and development, and is a hub for research that greatly benefits Australia and its regional neighbours.

This role sits within the Operations division/ Quality and Risk Unit. The unit is responsible for the ISO9001 certified quality management system, the risk management and business continuity systems; asset management facilitation; document and records management; and quality assurance processes such as inspection, testing and calibration of site equipment and systems, at ANSTO Clayton. The unit also provides advice to the GRC & Assurance function and to the Quality function of the Business Operations and Systems (BOS) Division, for initiatives, programs, projects and procedures, related to ANSTO NSTLI.

ACCOUNTABILITIES & RESPONSIBILITIES

Key Accountabilities

- Provide technical leadership for the timely testing and validation of equipment and technical systems, critical spares, plant and facilities. This includes inspection, factory, site and pre-operational testing.

- Identify technical equipment, and systems which require inspection and testing and/or calibration, due to planned design changes or due to purchase via projects or significant purchase orders.
- Witness factory acceptance testing at the supplier locations and site acceptance testing at the Australian Synchrotron site, as necessary for operational, capital and major projects.
- Provide expert advice in tender review processes as an SME for project quality planning and supplier quality assurance.
- Lead complex investigations for the resolution of project and supply/service quality issues in a timely manner.
- Develop and manage the master data and equipment calibration plans in SAP enterprise asset management (EAM) module, including issuing work-orders to technical, science and engineering staff, managing service provider agreements and ensuring satisfactory and timely completion.
- Monitor and report on inspection and testing compliance status, calibration tasks and plans, and the implementation of quality plans for major projects.
- Develop and improve procedures, tools and templates to support quality planning for projects and the operations.
- Conduct internal audits as scheduled.
- Facilitate and support the local implementation and training of new and changed ANSTO and local processes, procedures and business management systems.
- Provide support in preparation for, and during, surveillance, certification and other audits of the site; and conduct compliance checks and audits, and identify any need for improvement and/or corrective action.
- Undertake additional duties as required and during period of leave of other staff

Decision Making

- The position is fully accountable for the accuracy, integrity and quality of the content of advice provided to the Manager, and is required to ensure that decisions are based on sound evidence, but at times may be required to make effective judgements under pressure or in the absence of complete information or expert advice.
- The position determines key work priorities within the context of agreed work plans and consults with the Quality and Risk Manager on complex, sensitive and major issues that have a significant impact on the unit and/or Australian Synchrotron operations.
- The levels of authority delegated to this position are those approved and issued by the Chief Executive Officer. All delegations will be in line with the ANSTO Delegation Manual AS-1682 (as amended or replaced).

Key Challenges

- Developing an understanding of equipment, systems and processes in a facility which is a highly technical/specialised, particularly in environment of significant growth with the planned introduction of new technical equipment, systems and facilities
- Developing new processes across inherently challenging initiatives and persuade key stakeholders to adopt the new way of working
- Developing and/or adopting practices and procedures and using initiative to apply these to resolve problems and develop solutions

KEY RELATIONSHIPS

Who	Purpose
Internal	
Line Manger	<ul style="list-style-type: none"> • Provide expert, authoritative and evidence based advice on technical matters and contribute to decision making.

	<ul style="list-style-type: none"> • Recommend and gain endorsement for plans and goals and other initiatives • Identify emerging issues and risks and their implications and propose solutions.
Work area team members	<ul style="list-style-type: none"> • Contribute to group decision making processes, planning and goal setting • Collaborate and share accountability • Work closely with and provide support to business improvement projects.
Project Management Office, Engineering (all functional groups), Computing, Beamline Science Teams, Accelerator Operations,	<ul style="list-style-type: none"> • Closely collaborate to ensure business objectives are achieved. • Develop and improve procedures, tools and templates. • Provide feedback to assure satisfactory completion of projects
Stores and receiving	<ul style="list-style-type: none"> • Ensure quarantine and materials/equipment returns processes
Procurement/Finance	<ul style="list-style-type: none"> • Provide expert advice in tender review processes as an SME for project quality planning and supplier quality assurance
Maintenance Management Team at Clayton and Lucas Heights	<ul style="list-style-type: none"> • Contribute and resolve issues as a member of the maintenance management team.
External	
External auditors	<ul style="list-style-type: none"> • Support external audits
Suppliers and service providers	<ul style="list-style-type: none"> • Conduct audits and reviews and factory testing. • Supply and service agreement issue resolution • Manage calibration service agreements

POSITION DIMENSIONS

Staff Data	
Reporting Line	Reports to the Quality and Risk Manager
Direct Reports	Nil
Indirect Reports	Nil

Special / Physical Requirements	
Location:	Clayton Working in different areas of designated site/campus as needed
Travel:	May be required to travel to ANSTO sites from time to time
Physical:	Office based physical requirements (sitting, standing, minimal manual handling, movement around office and site, extended hours working at computer)
Radiation areas:	May be required to work in radiation areas under tightly regulated conditions
Hours:	Willingness to work extended and varied hours based on operational requirements. After hours work may be required for short and infrequent periods. Willingness conduct supplier visits and inspections.
Clearance requirements:	Satisfy ANSTO Security and Medical clearance requirements

Workplace Health & Safety

Specific role/s as specified in AG-2362 of the ANSTO WHS Management System	All Workers Officer (definitions found in appendix 1 of AG-2362) Other specialised roles identified within the guideline a position holder may be allocated to in the course of their duties
--	--

KNOWLEDGE, SKILLS AND EXPERIENCE

- Bachelor degree qualification in Engineering, Quality Assurance or Science.
- Extensive demonstrated quality assurance experience in Manufacturing/Engineering Industry.
- Demonstrated experience in developing equipment inspection and test plans and ensuring equipment calibration.
- High level of computer literacy in Microsoft Office Suite (Mainly Word, Excel) and the use of databases.
- Certificate in internal auditing or a recognised auditor certification.
- Extensive experience in conducting effective internal audits and supplier audits.
- Strong analytical and problem-solving skills, decision-making ability, and attention to detail.
- Knowledge and understanding of project management and engineering design principles
- Excellent written and verbal communication skills and demonstrated ability to prepare concise and accurate reports and procedures
- Proactive and self-motivated and ability to work with minimal supervision and deliver outcomes effectively and on-time
- A passion for quality

The following skills would also be considered favourable:

- Experience working in a highly regulated industry such as automotive or aerospace.
- Strong understanding of ISO 9001 Quality Management Systems.
- Experience in development of process-maps

VERIFICATION

This section verifies that the line manager and appropriate senior manager/executive confirm that this is a true and accurate reflection of the position.

Line Manager		Delegated Authority	
Name:	Kathleen Riches	Name:	Dean Morris
Title:	Quality and Risk Manger	Title:	Head of Operations
Signature:		Signature:	
Date:	13 August 2019	Date:	