Australian Government

ANSTO
Science. Ingenuity. Sustainability.

POSITION DESCRIPTION

Position Title:	Process Performance Manager
Cluster / Business Unit / Division	Nuclear Operations and Nuclear Medicine
Section or Unit:	Manufacturing
Classification:	Band 7
Job Family:	Manufacturing
Position Description Number:	PD-2286
Work Contract Type:	Professional
STEMM/NON-STEMM:	STEMM

POSITION PURPOSE

The primary objective of the Process Performance Manager is to provide direct leadership, management and improvement of manufacturing process performance within Nuclear Medicine. The Process Performance Manager is responsible for the development, execution and delivery of process robustness and continuous improvement frameworks that underpin and optimise manufacturing process performance, in line with the overall manufacturing strategy to support the safe, secure and sustainable supply of Nuclear Medicine.

The position manages a team of specialised professionals, ensuring that Nuclear Medicine manufacturing processes are robust, optimised and under effective control, in accordance with compliance obligations and the expectations of our business, teams and customers.

ORGANISATIONAL ENVIRONMENT

ANSTO leverages great science to deliver big outcomes. We partner with scientists and engineers and apply new technologies to provide real-world benefits. Our work improves Nuclear Medicine, saves lives, builds our industries, and protects the environment. ANSTO is the home of Australia's most significant landmark and national infrastructure for research. Thousands of scientists from industry and academia benefit from gaining access to state-of-the-art instruments every year.

Nuclear Medicine is engaged in the manufacture and sales of radiopharmaceuticals and radiochemical products. Manufacturing is based upon the GMP Code of Manufacturing, where processes must meet certain standards and Quality Control (QC) is essential and also on just-in-time principles, where all processes are extremely time critical.

Nuclear Medicine has a dominant market share position in Australia and is expanding into the global market. Nuclear Medicine operates under external regulatory requirements such as ISO 9001, ARPANSA and TGA, within ANSTO's procedural framework and is overseen by the ANSTO Board. Over 500,000 Australian patients benefit from Nuclear Medicine radiopharmaceuticals annually.

ACCOUNTABILITIES & RESPONSIBILITIES

Key Accountabilities

<u>Manufacturing Leadership Team</u>

- Provide input and support to the Head of Manufacturing on the execution of Nuclear Medicine Manufacturing strategy, ensuring the goals are aligned across areas and plans are in place to meet set objectives, with delivery measured by a balanced scorecard of key performance indicators.
- Provide tactical input, partnering with internal functions of quality, engineering, supply chain, compliance and capability, and externally in finance, safety and risk.

- Support the development of plans for the installation and operation of new Nuclear Medicine products, processes and capabilities that contribute to both manufacturing and facility growth.
- Participate in operational decision-making as a member of the manufacturing leadership team.
- Management of the area's human resources through selection, training, development, performance management and review, recognition and coaching/mentoring of direct and indirect employees. Ensure sustainability of manufacturing function through effective succession and workforce planning, talent management and employee's development activities.

Process Performance Manager

- Develop and implement tactical process performance plans to ensure the strategic goals of the manufacturing area are met.
- Lead and manage the day-to-day activities of the process performance team, consistent with its compliance obligations, workforce plan, operational objectives and financial budgets.
- Accountable for maintaining and improving process performance across multiple manufacturing areas and a range of products and processes; in line with safety, quality and regulatory expectations and with the use of sustainable continuous improvement methodologies.
- Foster a positive work environment and culture within and across teams, seeking opportunities to engage, communicate and share knowledge.
- Ensure comprehensive procedural documentation is developed and maintained, in compliance with safety, quality and regulatory expectations and inclusive of training and competency requirements.
- Undertake additional duties as required and during period of leave of other staff.

Decision Making

- The position works within a framework of legislation, policies, professional standards and resource parameters. Within this framework, the position has some independence for decisions made on operational matters within area(s) of responsibility and is accountable for ensuring that decisions are based on sound evidence. At times, effective judgements may be required under pressure or in the absence of complete information or expert advice.
    - Safe and compliant manufacturing process performance
    - Tactical and operational KPIs for manufacturing process performance, inclusive of resourcing, proposals for new initiatives, projects, priorities, budgets and timelines
    - Workforce management, including performance and development of direct reports
    - Management of non-technical issues for direct reports and matrix relationships.
    - Decisions have potential for direct impact on revenue of $87M, operating budget of $80M and contribute to staffing budget of $23M.
- 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

- Leading change and driving step change process performance in a highly complex, heavily regulated, and dynamic environment to ensure successful delivery of agreed objectives.
- Identifying risks and addressing process performance issues in a "no inventory" short life supply chain.
- Ensuring compliance obligations across TGA, FDA, ARPANSA, ANSO, ANSTO and other agencies are delivered in full every day.

KEY RELATIONSHIPS

Who	Purpose
Internal	
Head of Manufacturing	• Receive broad guidance and direction. • Provide regular updates on key KPIs, challenges and critical priorities.

	• Escalate issues and propose solutions. • Provide advice on process performance requirements. • Recommend and gain approvals for facility modifications, enhancements, improvements, and process/procedure changes or improvements.
Manufacturing Leadership Team	• Provide expert advice and analysis on range of mattes. • Contribute to group decision making processes, planning, and goals. • Collaborate and share accountability. • Influence effectively to effect change and improvement. • Earn trust and respect through knowledge and performance. • Identify and negotiate solutions to conflicting demands on resources.
Direct Reports	• Provide leadership, guidance, direction, and advice. • Set performance requirements, manage performance and development, optimise employee experience. • Engage to monitor trends, performance and progress against tactical plans, allocated tasks and priorities to ensure effective process performance. Evaluate further support which may be required to ensure delivery against the plan.
Key Stakeholders	• Provide expert advice on manufacturing processes and associated performance. • Optimise engagement and influence constructively to achieve outcomes
External	
Key Stakeholders	• Optimise engagement and influence constructively to achieve outcomes
Regulators, licensing authorities and customers	• Ensure compliance within areas of responsibility • Build and engage positive working relationships that promote trust and credibility and enable effective collaboration (e.g. during inspections).

POSITION DIMENSIONS

Staff Data

Reporting Line	Head of Manufacturing
Direct Reports	Up to 6
Indirect Reports	NIL

Financial Data (2022/2023)	
Revenue / Grants	NA
Operating Budget	NA
Staffing Budget	circa. $1M
Capital Budget	NA
Assets	NA

Special / Physical Requirements

Location:	• Lucas Heights • Working in different areas of designated site/campus as needed.
Travel:	• May be required to travel to ANSTO sites from time to time. • May be required to travel internationally and nationally from time to time.
Physical:	• Office based physical requirements (sitting, standing, minimal manual handling, movement around office and site, extended hours working at computer) • Wearing personal protective equipment for the handling of hazardous and/or radioactive materials

	• Public speaking
Radiation areas:	• May be required to work in radiation areas and perform duties where radioactive materials are handled under tightly regulated conditions • Perform duties with and in an area where hazardous chemicals or materials are handled under tightly controlled safety conditions
Hours:	• Willingness to work extended and varied hours based on operational requirements • After hours works may be required on an as-needs basis
Clearance requirements:	• Satisfy ANSTO Security and Medical clearance requirements

Workplace Health & Safety	
Specific role/s as specified in AP-2362 of the ANSTO WHS Management System	All Workers Other specialised roles identified within the guideline a position holder may be allocated to in the course of their duties

ORGANISATIONAL CHART

On File

KNOWLEDGE, SKILLS AND EXPERIENCE

1. Degree or equivalent experience/qualifications within an engineering, chemistry, science or supply chain discipline.
2. Experience managing operational, technical support and/or process improvement teams within the manufacturing industry. *Preferred: pharmaceutical.*
3. Proven experience delivering results and ensuring work of others complies with quality and safety standards, ideally gained through working within a highly regulated manufacturing environment. *Preferred: GxP, PIC/S, ICH, TGA, FDA, ARPANSA.*
4. Demonstrated personal commitment to safety, quality and performance culture, including the ability to initiate, manage and deliver significant change and continuous improvement.
5. Strong project management experience, including the co-ordination of the work of other staff, effective deployment of resources, ability to manage multiple tasks, priority management and organisational skills.
6. Proven experience leading and managing staff, including coaching and mentoring skills, providing constructive feedback on performance, as well as giving advice and guidance on development.
7. Demonstrated high level interpersonal, communication and negotiation skills with the capacity to influence key decision-makers.
8. Excellent problem-solving skills. *Preferred: Lean Manufacturing and/or Six Sigma*
9. Ability to meet critical deadlines and respond to changing demands, maintaining accuracy and attention to detail.
10. Proficiency using Microsoft Office and proven associated skills (e.g. report writing, data analysis/interpretation, presentations, online collaboration).

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:	Justine Murison	Name:	Ian Martin
Title:	Head of Manufacturing, Nuclear Medicine	Title:	General Manager, Nuclear Medicine
Signature:		Signature:	
Date:		Date:	