

POSITION DESCRIPTION

Position Title:	Manager, Incident Investigations & Monitoring
Cluster / Business Unit / Division	Regulatory & Governance
Section or Unit:	Management Systems & Operational Compliance
Classification:	Band 7
Job Family:	Compliance & Regulation
Position Description Number:	PD-2288
Work Contract Type:	Professional
STEMM/NON-STEMM:	NON-STEMM

POSITION PURPOSE

The primary objective of the Manager, Incident Investigations & Monitoring is to facilitate and manage the Governance, Risk & Compliance (GRC) tool, including the incident module for safety, radiological, operational, nuclear, quality, environment and animal ethics (ACEC). Facilitating timely review, triaging, investigation, oversight of findings & actions and their effectiveness. Continuous improvement of the GRC tool, workflow's and processes.

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 human health, 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.

The Chief Operating Officer Group brings together several Corporate Services Functions from across ANSTO; creating greater synergies across operational areas of our organisation, and more streamlined interfaces with the Department of Industry, Science, Energy and Resources and other Federal agencies.

- Finance and Operational Services
- Corporate Affairs
- Legal Services
- People, Performance and Capability
- Regulatory and Governance

The Regulatory & Governance function is responsible for ensuring effective business processes and systems are in place & continuously improved to allow ANSTO to operate effectively & achieve its objectives in compliance with relevant legislated and regulated requirements. The Management Systems & Operational Compliance group provides and oversees the quality & environment management system processes and the maintaining of ANSTO's ISO 9001 & ISO 14001 certifications and other applicable regulations.

ACCOUNTABILITIES & RESPONSIBILITIES

Key Accountabilities

- Manage the operation, integration, maintenance and improvement of the ANSTO GRC system ensuring compliance to relevant standards & regulations.
- Facilitate & determine the daily priorities for the monitoring, triaging, assessment, investigation and review of actions for incidents logged in the GRC.
- Establish, measure & monitor objectives & targets for GRC.

- Facilitate a central group of investigators to lead investigations by coordinating specialists across the organisation and manage the incident investigation holistically.
- Act as the Management Representative, liaising with ANSTO personnel to review, triage, investigate, troubleshoot and problem solve, assign actions, conduct effectiveness checks & report status updates in a timely manner.
- Provide expert advice on incident investigations in relation safety, radiological, operational, nuclear, quality environment and ACEC.
- Facilitate improvement projects and conduct workshops as part of continuous improvement activities for the GRC, incident investigations and actions to eliminate incidents from reoccurring.
- Report to management and relevant forums including the BMSR on the status of ANSTO's GRC. Review, measure, monitor and report performance and opportunities for improvement of the GRC modules & incident investigations.
- Update GRC standard operating procedures as required.
- Develop & facilitate training of all ANSTO personnel on the use of GRC and ensure adequate training is provided to key staff involved in incident investigations including investigators performing assurance activities and facilitating investigations. Support, coach and mentor ANSTO staff in performing their quality tasks.
- Maintain a listing of all ANSTO's investigators, including their qualifications, skills, experience and involvement in assurance activities. Ensure a pool of adequately trained and qualified investigators are available on an ongoing basis. Facilitate training where required.
- Ensure the incident investigation practices are aligned with ANSTO & regulatory requirements & industry best practice and that assurance reviews are conducted on the process & the reports generated from the investigations.
- Ensure the timely follow-up on risks and issues and actions identified from incident investigations.
- Conduct relevant assurance reviews and investigations as required.
- Undertake additional duties as required and during period of leave of other staff.

Decision Making

- The GRC is a key management system tool. The Manager, Incident Investigations & Monitoring is the designated representative for ANSTO's GRC tool.
- The position works within a framework of legislation, policies, professional standards and resource parameters. Within this framework the position has some independence in determining how to achieve objectives of the unit, including deciding on methods and approaches, operations, project planning and allocation of their own resources.
- The position is fully accountable for the accuracy, integrity and quality of the content of advice provided to ANSTO, 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.
- Determine key work priorities within the context of agreed work plans and will consult with the Manager and peers on complex, sensitive and major issues that have a significant impact on the group or potentially ANSTO itself.
- 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

- Integrating a range of complex systems in a coordinated way, fulfilling the requirements necessary for Certification while remaining consistent with ANSTO's strategy and objectives.

- Effective use of resources to meet business requirements.
- Leading and implementing effective change processes and influencing others to adopt new practices and processes
- Collaborating and negotiating with multiple stakeholders across ANSTO to broadly improve the organisation's performance and conformance with the GRC tool.
- Promoting awareness of the GRC & it's uses specifically the Incident Management workflow and corrective actions process throughout the organisation.

KEY RELATIONSHIPS

Who	Purpose
Internal	
Manager/Executive	<ul style="list-style-type: none"> • Provide regular updates on the performance and suitability of resources for the management of GRC and incident investigation. • Provide high-level evidence based GRC management & investigation advice. • Develop GRC related processes and plans.
Work area team members	<ul style="list-style-type: none"> • Provide expert advice and analysis on a full range of matters. • Contribute to group decision making processes, planning and goals. • Work closely on areas for integration of systems and implementation of the Quality strategy. • Contribute collaboratively to the development of ANSTO's regulatory, compliance and governance framework.
Direct Reports	<ul style="list-style-type: none"> • Set standards for all applicable requirements of reports • Provide leadership, guidance and support • Set performance requirements and manage performance and development • Engage to monitor trends, performance and progress against the strategic plan and evaluate further support which may be required to ensure delivery against the plan
Indirect Reports	<ul style="list-style-type: none"> • Local divisional investigators, subject matter experts
Other departments	<ul style="list-style-type: none"> • Senior Management • Provide specialist advice and analysis on a broad range of matters
External	
Regulators	<ul style="list-style-type: none"> • As required

POSITION DIMENSIONS

This role does not have any direct financial responsibility, however there is a budget within the Regulatory and Governance team which this role must meet.

Staff Data	
Reporting Line	Reports to the Senior Manager, Quality
Direct Reports	2 x Specialist, Incident Investigator and Monitoring
Indirect Reports	2 x Safety incident investigators (dotted line reporting) Divisional investigators & subject matter experts
Financial Data	
Revenue / Grants	Nil

Operating Budget	Nil
Staffing Budget	Nil
Capital Budget	Nil
Assets	Nil

Special / Physical Requirements

Location:	Lucas Heights Working in different areas of designated site/campus as needed
Travel:	May be required 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
Clearance requirements:	Satisfy ANSTO Security and Medical clearance requirements

Workplace Health & Safety

Specific role/s as specified in <u>AP-2362</u> of the ANSTO WHS Management System	All Workers Managers / Leaders / Supervisors Other specialised roles identified within the guideline a position holder may be allocated to in the course of their duties
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ORGANISATIONAL CHART

On file.

KNOWLEDGE, SKILLS AND EXPERIENCE

1. Degree or Diploma in relevant engineering, environmental or science discipline.
2. Relevant qualifications in Quality, Environmental or Safety disciplines. Significant experience in assessing incidents, determining risk, conducting investigations and identifying corrective actions for safety, radiological, operational, nuclear, quality environment and ACEC.
3. Sound experience in interpretation and application of essential elements of the ISO 9001, 14001 & 45001 standards and other relevant Quality, Environmental & Safety Regulations.
4. Experience maintaining and improving GRC systems & improving complex processes in a highly regulated environment.
5. Proven ability in the development of new ideas, and the ability to evaluate, guide, negotiate and influence on new concepts.
6. Extensive experience in problem solving and leading and implementing continuous/process improvement.
7. Ability to build and maintain productive working relationships and the ability to influence, negotiate with and motivate others.
8. Proven communication, facilitation and project management skills.
9. Demonstrated ability to work credibly and confidently at all levels of the organisation.
10. Demonstrated ability to mentor, influence and guide management through the business improvement initiatives.

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:	Whitney Hooke	Name:	Jakob Vujcic
Title:	Senior Manager, Quality	Title:	GM, Regulatory & Governance
Signature:		Signature:	
Date:		Date:	