

## POSITION DESCRIPTION

<b>Position Title:</b>	Manager, Operational Quality & Management Systems
<b>Cluster / Business Unit / Division</b>	Regulatory & Governance
<b>Section or Unit:</b>	Quality & Management Systems
<b>Classification:</b>	Band 7
<b>Job Family:</b>	Compliance & Regulation
<b>Position Description Number:</b>	PD-2382
<b>Work Contract Type:</b>	Professional
<b>STEMM/NON-STEMM:</b>	NON-STEMM

### POSITION PURPOSE

The primary objective of the Manager, Operational Quality & Management Systems is to lead and manage the coordination and completion of operational tasks and projects for the Quality & Management Systems team, providing support & expert advice to the QMS Manager, EMS Manager, Incident Investigations and Monitoring Manager and backup to the Senior Manager Quality.

### 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
- Government and International Affairs
- Legal Services
- People, Performance and Capability
- Regulatory and Governance
- Communications and Stakeholder Engagement

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

- Lead & manage the operation, integration, maintenance and improvement of the ANSTO Quality & Environment Management Systems ensuring compliance to relevant standards & regulations and maintain ANSTO's ongoing certification to ISO 9001 and 14001.
- Lead & manage the implementation & monitoring of the Quality & Environment Strategies with the QMS & EMS Managers.

- Manage the development and completion of the Management system audits schedule, perform audits & ensure the audit practices are aligned with the ISO standard requirements and conduct quality assurance reviews on the audit reports and process.
- Provide expert support and coaching to the Quality and Environment Management Systems managers and act as a backfill to the Senior manager Quality.
- Facilitate improvement projects and conduct workshops as part of continuous improvement activities for the QMS & EMS.
- Provide expert support & advice for new certifications including ISO 17025 & 17020 throughout the organisation.
- Report to management and relevant forums including the BMSR on the status and maturity of ANSTO's QMS & EMS and implementation of CAPA's & closure of issues. Review, measure, monitor and report quality performance and opportunities for improvement.
- Provide review and approval of QMS & EMS standard operating procedures content as required.
- Support, coach and mentor ANSTO staff in performing their quality & environment tasks as part of the QMS & EMS Management systems use of the GRC including the Incident Management process, ACS and dashboards.
- Conduct relevant assurance reviews and investigations as required.
- Assist with the management of the daily resource requirements and operational tasks of the team including coordination of contractors and consultants.
- Provide expert guidance and advice as required to ANSTO projects on Quality requirements.
- Provide advice to the organisation on GMP, Quality Systems and validation for organisational programs/projects. Provide Quality approval for site wide computer system validation project documentation and procedures.
- Provide expert advice and support for the Governance, Risk & Compliance (GRC) tool, including the incident module for safety, radiological, operational, nuclear, quality, environment and animal ethics (ACEC). Ensuring timely review, triaging, investigation, oversight of findings & actions and their effectiveness. Continuous improvement of the GRC tool, workflow's and processes.
- Provide expert advice to the ANSTO Organisation on GxP including Good Clinical Practices (GCP), Good Laboratory Practices (GLP) and Good Distribution Practices (GDP).
- 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 in determining how to achieve objectives of the unit, including deciding on methods and approaches, operations and project planning.
- 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 QMS, EMS and GRC processes and tool.
- Promoting awareness of quality, environment and incident management principles throughout the organisation.

## KEY RELATIONSHIPS

Who	Purpose
<b>Internal</b>	
Manager/Executive	<ul style="list-style-type: none"> <li>• Provide regular updates on the performance and suitability of the Management Systems.</li> <li>• Provide high-level evidence based quality management advice.</li> <li>• Develop quality related policies, strategies, processes and plans.</li> </ul>
Work area team members	<ul style="list-style-type: none"> <li>• Provide expert advice and analysis on a full range of matters.</li> <li>• Contribute to group decision making processes, planning and goals.</li> <li>• Work closely on areas for integration of systems and implementation of the Quality and Management Systems strategies.</li> <li>• Contribute collaboratively to the development of ANSTO's regulatory, compliance and governance framework.</li> </ul>
Indirect Reports	<ul style="list-style-type: none"> <li>• Nil</li> </ul>
Other departments	<ul style="list-style-type: none"> <li>• Senior Management</li> <li>• Provide specialist advice and analysis on a broad range of matters</li> </ul>
<b>External</b>	
Regulators, BSI	<ul style="list-style-type: none"> <li>• As required</li> </ul>

## POSITION DIMENSIONS

This position reports to the Senior Manager, Quality.

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.

<b>Staff Data</b>	
Reporting Line	Reports to the Senior Manager, Quality
Direct Reports	Nil
Indirect Reports	Nil
<b>Financial Data (2021/2022)</b>	
Revenue / Grants	Nil
Operating Budget	Nil
Staffing Budget	Nil
Capital Budget	Nil
Assets	Nil

<b>Special / Physical Requirements</b>	
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 higher tertiary qualification in a relevant engineering, environmental or science discipline.
2. Relevant qualifications in Quality, Environmental or Business disciplines.
3. Significant experience in design, development and audit of business systems certified to ISO standards.
4. Sound experience in interpretation and application of essential elements of the ISO 9001 and other relevant Quality Regulations.
5. Significant experience maintaining and improving complex quality management systems in a highly regulated environment.
6. Proven ability in the development of new ideas, and the ability to evaluate, guide and influence on new concepts.
7. Extensive experience in leading and implementing continuous improvement of business systems.
8. Ability to build and maintain productive working relationships and the ability to influence and motivate others.
9. Proven high level communication, facilitation and project management skills.
10. Demonstrated ability to work credibly and confidently at all levels of the organisation.
11. Extensive experience mentoring, influencing and guiding 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.

<b>Line Manager</b>		<b>Delegated Authority</b>	
Name:	Whitney Hooke	Name:	Jakob Vujcic
Title:	Senior Manager, Quality	Title:	GM, Regulatory & Governance
Signature:		Signature:	
Date:		Date:	