



POSITION DESCRIPTION

Position Title:	Quality and Systems Coordinator
Cluster / Business Unit / Division	Commercial Products and Services
Section or Unit:	Administration
Classification:	Band 3 / Band 4 Linked Role
Job Family:	Administration
Position Description Number:	PD-2124
Work Contract Type:	Administration
STEMM/NON-STEMM:	NON-STEMM
STEMM CATEGORY:	

POSITION PURPOSE

The primary objective of the Quality and Systems Coordinator is to provide support to ANSTO's Commercial Products and Services (CPS) cluster including coordination of the Quality, Safety & Environmental management systems, project finance reporting and provision of operational / administration support across the cluster.

The position is key in ensuring that CPS maintains a high level of customer service and compliance with its business systems while identifying and focussing on areas of continuous improvement.

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.

Commercial Products and Services brings together the key areas of ANSTO's Businesses, Innovation Precinct and Business Development.

ACCOUNTABILITIES & RESPONSIBILITIES

Key Accountabilities Band 3

- In liaison with the Manager - QMS, coordinate and contribute to the maintenance (including ongoing improvement) of the CPS Quality, Safety and Environmental Management Systems, including but not limited to, audits, training, controlled document management, calibrations, management review and KPI reporting
- Coordination of records management, including corrective and preventative actions, controlled documents and liaising with the Operations Manager – Minerals and quality coordinators across ANSTO regarding common issues and lessons learnt
- Provide monthly KPI and financial reporting for CPS including projects, enabling client billing for time and materials by extracting data from SAP and required databases. Complete analysis of KPIs and reports as requested. Provide status reports on all requested regulatory, safety and quality issues to Management.
- Analyse and review labour hours of staff and contractors and sample analysis for monthly reporting. Ensure timely and accurate input of information in various databases, including SAP enabling timely project review and client invoicing
- Apply knowledge of databases and spreadsheets to improve systems and processes in operations across CPS
- Take the lead as the Intranet Content Editor for CPS, administering the intranet page and uploading new content.

- Administer Minerals management systems including relating to the analytical database, calibration and equipment maintenance registers.
- Provision of general administration and office support within the CPS Cluster.
- Support the Minerals PA to publish and distribute approved commercial project reports to internal and external stakeholders. This includes the maintenance of the Endnote database and archival of confidential project reports.
- Work in a highly collaborative and proactive way, building and maintaining productive working relationships within the work team, in particular working seamlessly with the CPS and Minerals PAs as well as undertaking additional duties as required and during other PA's absence

Key Accountabilities – Band 4

In addition to the Key Accountabilities above the Band 4 level will require:

- Scheduling and planning of internal / external audits.
- Triage of Quality and Operational incident notifications.
- Audit team member and / or investigator for CPS quality systems and incidents.
- Provide guidance and support to CPS staff on QMS systems
- Administration of Minerals Asset Management Plan and Capital projects
- Standardise business and administrative processes across CPS including Management Reviews, invoicing and other shared reporting tools
- Lead the Minerals management systems (above), plus regulatory / business critical systems such as sample inventory, safety inspection rosters, Safe Work Method (SWMES) register.
- Lead process improvement initiatives related to the CPS Quality Management System
- Lead the commercial project reporting process

Decision Making

- The Quality and Systems Coordinator reports to the Operations Manager - Minerals, while providing support to CPS Management Team in the provision of timely financial and logistical support. The Quality and Systems Coordinator works very closely with the Group Executive - CPS as well as backing up the CPS and Minerals PAs during periods of absence.
- The position's key internal customers include CPS staff and management, staff in Quality roles across site, as well as other staff from advisory and support divisions across site.
- External stakeholders include customers, regulatory bodies, government agencies and suppliers.
- 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

- Working with CPS staff to ensure the implementation of effective and appropriate processes to promote safe and compliant practices.
- Manage timely reporting of all key project and financial items on a monthly basis.
- Manage conflicting priorities in respect of work delegated from various members of CPS.
- Actively seek to add value across CPS by streamlining processes and recommending improvements.
- Facilitating and fostering an environment of continuous improvement.
- Ensure customer satisfaction by following through on requests and coordinating the flow of information as appropriate.

KEY RELATIONSHIPS

Who	Purpose
Internal	
Manager/Executive	<ul style="list-style-type: none"> • Receive guidance and direction • Provide status reports and analysis on the QMS & EMS
Work area team members	<ul style="list-style-type: none"> • Effect in a collaborative manner best practice performance • Provide expert advice and analysis on the QMS & EMS • Contribute to group decision making processes, planning and goals • Collaborate and share accountability • Provide support with the implementation of systems and Quality & Environment strategies
ANSTO Staff - Quality and Environment committees, Local Quality & Environment Co-ordinators, High Reliability & COOG divisions and staff across CPS	<ul style="list-style-type: none"> • Develop and maintain networks and effect in a collaborative manner best practice performance across CPS • Communicate on reporting, procedures and audits across the organisation • Provide support with the implementation of systems and Quality & Environment strategies and ISO 9001 & 14001 standards
External	
Regulatory agencies	<ul style="list-style-type: none"> • Interact as required

POSITION DIMENSIONS

Staff Data	
Reporting Line	Reports to the Operations Manager - Minerals
Direct Reports	Nil
Indirect Reports	Nil

Special / Physical Requirements

Location:	Lucas Heights Working in different areas of designated site/campus as needed
Physical:	Office based physical requirements (sitting, standing, minimal manual handling, movement around office and site, extended hours working at computer)
Hours:	Willingness to work extended and varied hours based on operational requirements

Clearance requirements:	Satisfy ANSTO Security and Medical clearance requirements
Linked Role:	The Transition from Band 3 to Band 4 is not automatic and requires a full written submission, in addition to the attached checklist, to demonstrate how the employee meets the requirements. Transition will only occur following approvals from the Operations Manager Minerals and General Manager Minerals

Workplace Health & Safety

Specific role/s as specified in <u>AP-2362</u> 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
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ORGANISATIONAL CHART

On file

KNOWLEDGE, SKILLS AND EXPERIENCE

Band 3 level

1. Relevant certificate in finance, office administration or equivalent experience.
2. High level of proficiency in Microsoft Office (especially Excel) is essential with experience in business systems such as Power BI data management, extraction and analysis, SAP and database systems being a significant advantage.
3. Ability to write concise procedural documents
4. Ability to work independently and within a team environment.
5. Well-developed administrative skills with attention to detail and a well organised approach to work.
6. Ability to cooperate with and influence key stakeholders to achieve set objectives.
7. Ability to deal with confidential matters with discretion.
8. Strong customer focus
9. Experience in procurement and basic accounting methods is desirable.

In addition to the required knowledge skills and experience above the Band 4 level will require:

1. Demonstrated experience working in a regulated environment in particular working with quality, environment or safety systems requirements.
2. Demonstrated experience completing management systems audits (or system related internal audits) for safety, quality or environment.
3. Demonstrated ability to build and maintain productive working relationships and the ability to influence and motivate others.
4. Proven communication, facilitation and project management skills.
5. Demonstrated ability to work credibly and confidently at all levels of the organisation.
6. Demonstrated ability to foster an environment of continuous improvement.

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:	Hamilton Wearing	Name:	Sateesha Seetharam
Title:	Operations Manager	Title:	General Manager, Minerals
Signature:		Signature:	
Date:		Date:	

Quality and Systems Coordinator Linked Role (PD-2124)

Band 3 to Band 4 Transition Checklist

Name:

Commencement Date:

Assessment Date:

Note: Full written submission demonstrating and justifying how the employee meets the requirements must also be attached.

Requirements for transition	Met Criteria
Undertake Band 3 accountabilities independently with little or no direct supervision	<input type="checkbox"/> Yes <input type="checkbox"/> No
Demonstrated experience working in a regulated environment in particular working with quality, environment or safety systems requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Demonstrated experience completing management systems audits (or system related internal audits) for safety, quality or environment.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Demonstrated ability to build and maintain productive working relationships and the ability to influence and motivate others.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Proven communication, facilitation and project management skills.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Demonstrated ability to work credibly and confidently at all levels of the organisation.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Demonstrated ability to foster an environment of continuous improvement.	<input type="checkbox"/> Yes <input type="checkbox"/> No

Manager Recommendation:

I have reviewed the employee's competence in accordance with Linked Role PD-2124 and certify that the employee meets all requirements for transition and recommend transition from Band 3 to Band 4 be endorsed.

Manager Name:	
Signature:	
Date:	

General Manager Assessment

I have assessed the submission and confirm that the employee meets all requirements for transition from Band 3 to Band 4

General Manager Name:	
Signature:	
Date:	