

Role Description

ACWG Quality Officer



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|---------------------------|---|
| Cluster | Enterprise, Investment and Trade |
| Agency | Australian Museum |
| Division/Branch/Unit | AMRI / Australian Centre for Wildlife Genomics |
| Location | Sydney CBD |
| Classification/Grade/Band | Technical Officer Grade 2 |
| Kind of Employment | Ongoing, Part time |
| Role Number | 50000457 |
| ANZSCO Code | 311413 |
| PCAT Code | 1119192 |
| Date of Approval | September 2022 |
| Agency Website | https://australian.museum/ |

Agency overview

Australian Museum (AM) is located on the homelands of the Gadigal people. The AM acknowledges and pays respect to the Gadigal people as the custodians of the land, sky and waterways, paying respect to Elders past, present.

The Australian Museum (AM) operates within the NSW Department of Enterprise, Investment and Trade, is the first museum in Australia and was founded in 1827. The AM provides access, engagement, and scientific research to increase our understanding of natural history and culture, particularly of the Australasian region. The AM holds more than 21 million objects of biological, geological, and cultural collections and develops programs, exhibitions and school and community education initiatives onsite, online, and offsite.

The AM mission is: *To ignite wonder, inspire debate and drive change.*

The AM vision is: *To be a leading voice for the richness of life, the Earth and culture in Australia and the Pacific. We commit to transform the conversation around climate change, the environment and wildlife conservation; be a strong advocate for First Nations' culture; and continue to develop world-leading science, collections, exhibitions and education programs.*

For more information, visit the [website](#).

The Australian Museum Research Institute (AMRI) Division is comprised of the following five Branches: Life and Geosciences, Collection Enhancement, Lizard Island Research Station, Collection Care and Conservation and the Australian Centre for Wildlife Genomics.

For more information, visit the AMRI [website](#).

Primary purpose of the role

The Quality Officer ensures ongoing compliance with accreditation and certification requirements of the Australian Centre for Wildlife Genomics (ACWG) and supports the delivery of high-quality services to internal and external stakeholders. The role participates in the planning, facilitation, coordination, implementation, and evaluation of all aspects of quality improvement and quality assurance \ in order to maintain accreditation held by the ACWG. Along with the delivery of high-quality genomics-based research, the ACWG also delivers a range molecular diagnostic services to external stakeholders as an ISO17025 accredited facility.

Key accountabilities

- Assist the Manager, ACWG in delivering best practice quality management processes including monitoring the timely completion of incidents, asset maintenance and corrective action activities to meet relevant Standards across the ACWG as well as provide training and guidance to relevant staff to complete these duties.
- Supervise audit processes under relevant Standards, including conducting and participating in audits and monitoring the timely completion of audit records to demonstrate ACWG's continual compliance with Standards.
- Administer the asset/equipment documentation for the ACWG as well as coordinate annual service of equipment to ensure laboratory equipment is fit for purpose
- Assist the Manager, ACWG by liaising and coordinating with ACWG staff in preparation for surveillance and assessment activities by external regulatory bodies, including collation of pre and post visit documents.
- Support the ACWG's NATA (ISO/IEC 17025) accreditation through the development and update of Standard Operating Procedures.
- Work with the ACWG Frozen Tissue Collection Officer in respect to sample preparation and distribution of internal forensic proficiency testing programs to meet accreditation requirements for the ACWG.
- Undertake a range of administrative services as required to support the ACWG, comprising general administration, record and filing systems, process purchase orders.
- Work with the Manager, ACWG and Tissue Collection Officer to develop and plan for accreditation of the Australian Museum Frozen Tissue Collection under ISO 20387 (Biobanking).

Key challenges

- Keep up to date with a wide range of legislation, regulations, and Standards relevant to the Australian Museum workplace while ensuring processes and procedures remain compliant
- Demonstrating resilience and commitment to balance workloads and manage multiple competing priorities in a demanding and often complex work environment.

Key relationships

| Who | Why |
|--|---|
| Internal | |
| Manager, Australian Centre for Wildlife Genomics | <ul style="list-style-type: none"> • Line manager, assigns work, manages workloads, provides guidance. |
| Other staff, volunteers in ACWG | <ul style="list-style-type: none"> • Aid and support as assigned by the Manager, Australian Centre for Wildlife Genomics • Provide training and guidance to staff on quality management practices |

| Who | Why |
|--|---|
| External | |
| External service providers | <ul style="list-style-type: none"> Sustain a positive and professional image while managing ongoing calibration and service activities |
| Regulatory staff and assessors including but not limited to, NATA and DAFF | <ul style="list-style-type: none"> Liaise and respond to issues relating to accreditation/certification activities |

Role dimensions

Decision making

This role has limited autonomy and makes decisions under their direct control and refers to the team leader decisions that require significant change to outcomes or timeframes; are likely to escalate or require submission to a higher level of management. This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

Manager, ACWG

Direct reports

Nil

Budget/Expenditure

Budgets and expenditure are in accordance with the approved Annual Budget and financial delegations and procedures subject to project type and sponsoring business unit.

Key knowledge and experience

- Experience in participation of audits or surveillance and assessment activities.
- Knowledge of legislation, regulations, and Standards relevant to the Australian Museum (particularly those regarding quarantine/biosecurity, dangerous goods and wildlife compliance),
- Demonstrated working knowledge of ISO/IEC Standards in particular ISO/IEC 17025 (Research and Development facilities) including an ability to identify quality issues whilst clearly outlining business implications in a timely manner.
- Adequate knowledge and experience in order to deliver the Key Accountabilities and perform to the Focus Capabilities outlined in this Role Description

Essential requirements





- A degree in Science (Biological Sciences) or other relevant qualification, or a combination of both study and work experience.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

| NSW Public Sector Capability Framework | | |
|---|---------------------------------------|---------------------|
| Capability Group | Capability Name | Level |
|  Personal Attributes | Display Resilience and Courage | Foundational |
| | Act with Integrity | Intermediate |
| | Manage Self | Foundational |
| | Value Diversity | Foundational |
|  Relationships | Communicate Effectively | Intermediate |
| | Commit to Customer Service | Intermediate |
| | Work Collaboratively | Foundational |
| | Influence and Negotiate | Foundational |
|  Results | Deliver Results | Intermediate |
| | Plan and Prioritise | Foundational |
| | Think and Solve Problems | Foundational |
| | Demonstrate Accountability | Intermediate |
|  Business Enablers | Finance | Foundational |
| | Technology | Intermediate |
| | Procurement and Contract Management | Foundational |
| | Project Management | Foundational |

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

| NSW Public Sector Capability Framework | | |
|--|--------------|--|
| Group and Capability | Level | Behavioural Indicators |
| Personal Attributes Display Resilience and Courage | Foundational | <ul style="list-style-type: none"> Be open to new ideas and approaches Offer own opinion, ask questions and make suggestions Adapt well to new situations Do not give up easily when problems arise Stay calm in challenging situations |
| Personal Attributes Act with Integrity | Intermediate | <ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way Support a culture of integrity and professionalism Understand and follow legislation, rules, policies, guidelines and codes of conduct |

NSW Public Sector Capability Framework

| Group and Capability | Level | Behavioural Indicators |
|--|--------------|---|
| | | <ul style="list-style-type: none"> • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest |
| Relationships Commit to Customer Service | Intermediate | <ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers |
| Results Deliver Results | Intermediate | <ul style="list-style-type: none"> • Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required |
| Results Demonstrate Accountability | Intermediate | <ul style="list-style-type: none"> • Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly |
| Business Enabler Technology | Intermediate | <ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies |