# Role Description
# Technical Officer (Quality Assurance)

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|---|---|
| **Cluster** | Planning, Industry & Environment |
| **Agency** | Department of Primary Industries |
| **Division/Branch/Unit** | DPI / Research & Business Excellence / Chief Scientist's Branch |
| **Location** | Wollongbar |
| **Classification/Grade/Band** | Technical Officer Grade 1 - 3 |
| **ANZSCO Code** | 311111 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | June 2018 (Updated March 2020) |
| **Agency Website** | www.dpi.nsw.gov.au |

## Agency overview

The Planning, Industry and Environment Cluster was formed in 2019. The Cluster drives greater levels of integration and efficiency across key areas such as long-term planning, precincts, housing, property, infrastructure priorities, open space, the environment, our natural resources – land, water, mining – energy, and growing our industries. There is a strong emphasis on regional NSW.

The NSW Department of Primary Industries (NSW DPI) supports the development of profitable primary industries that create a more prosperous NSW and contributes to a better environment through the sustainable use of natural resources.

Within NSW DPI, the Research & Business Excellence area supports DPI's innovation and risk management goals by driving scientific excellence and strategy through our research institutes and stations and building strong scientific capability across DPI. The group also provides support and advice to drive business excellence across DPI through the Business Strategy and Performance team.

## Primary purpose of the role

To assist in the implementation and maintenance of quality management systems (QMS) in Department laboratories to meet the requirements of ISO 9001 for research laboratories and NATA ISO 17025 for diagnostic laboratories as required by Departmental policy.

## Key accountabilities

- Keep all site laboratories informed of NSW DPI policy requirements, NATA ISO 17025 and ISO 9001 certification requirements
- Coordinate the sites internal audit program and internal auditors and also coordinate and manage external audits including certifications, reassessments and surveillance audits
- Maintain surveillance of QMS and prepare reports for management

- Organise and coordinate annual laboratory equipment servicing and calibration in accordance with standard requirements
- Comply with work standards according to the level of appointment in the Technical Officer Merit Progression Guidelines

## Key challenges

- Displaying a positive image when dealing with laboratory certification/accreditation customers while encouraging and advising customers on the benefits of QMS
- Understanding of ISO 9001 and ISO17025 NATA accreditation rules and requirements
- Scheduling of time and prioritising QMS activities to meet required time frames

## Key relationships

| Who | Why |
| --- | --- |
| **Internal** | |
| Manager | • Receives guidance from, discusses priorities and provides regular updates on key issues and progress. Escalates issues as appropriate |
| Research and Diagnostic Laboratory Staff | • Inform laboratory staff of NSW DPI requirements as well as ISO 9001 and ISO 17025 NATA requirements<br>• Provide help and training to staff to improve QMS processes and procedures |
| Other Site Quality Assurance Officers | • Cooperate and collaborate to ensure Departmental QMS objectives are met |
| **External** | |
| External ISO and NATA auditors | • Liaise with and organise external audit programs including scheduling visits, re-accreditation and surveillance audit requirements, reports and feedback |
| External Laboratory Equipment Service Providers and Contractors | • Liaise with and organise scheduled laboratory equipment servicing including quotes, visits, reports and feedback |

## Role dimensions

### Decision making

Operates in a structured environment subject to established policies, procedures and practices. Decisions which can be made by the role holder include prioritising own workload. Within the bounds of QMS requirements, develops initiatives to meet the QMS customer needs where possible.

### Reporting line

Team Leader Research Ethics & Quality

### Direct reports

Nil

### Budget/Expenditure

Nil

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## Essential requirements

- Qualifications in accordance with Part 2(xvii) of the Crown Employees (Department of Industry) Technical Staff Award
- Current NSW Driver Licence

## 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** | **Foundational** |
| | Manage Self | Intermediate |
| | Value Diversity | Foundational |
| Relationships | Communicate Effectively | Foundational |
| | **Commit to Customer Service** | **Foundational** |
| | Work Collaboratively | Foundational |
| | Influence and Negotiate | Foundational |
| Results | Deliver Results | Foundational |
| | Plan and Prioritise | Foundational |
| | Think and Solve Problems | Intermediate |
| | **Demonstrate Accountability** | **Foundational** |
| Business Enablers | Finance | Foundational |
| | **Technology** | **Foundational** |
| | 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.

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| NSW Public Sector Capability Framework | | |
| --- | --- | --- |
| **Group and Capability** | **Level** | **Behavioural Indicators** |
| **Personal Attributes**<br>Act with Integrity | Foundational | • Behave in an honest, ethical and professional way<br>• Take opportunities to clarify understanding of ethical behaviour requirements<br>• Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role<br>• Speak out against misconduct, illegal and inappropriate behaviour<br>• Report apparent conflicts of interest |
| **Relationships**<br>Commit to Customer Service | Foundational | • Understand the importance of customer service<br>• Help customers understand the services that are available<br>• Take responsibility for delivering services which meet customer requirements<br>• Keep customers informed of progress and seek feedback to ensure their needs are met<br>• Show respect, courtesy and fairness when interacting with customers |
| **Results**<br>Demonstrate Accountability | Foundational | • Take responsibility for own actions<br>• Be aware of delegations and act within authority levels<br>• Be aware of team goals and their impact on work tasks<br>• Follow safe work practices and take reasonable care of own and others health and safety<br>• Escalate issues when these are identified |
| **Business Enablers**<br>Technology | Foundational | • Display familiarity and confidence in the use of core office software applications or other technology used in role<br>• Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation<br>• Understand information, communication and document control policies and systems, and security protocols<br>• Comply with policies on acceptable use of technology |

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