# Position Details

## Administrative Services- CSOF5

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| The following information is for applicants |
| Advertised Job Title | Senior Quality Assurance Advisor  |
| Job Reference | 95542 |
| Tenure | Specified Term ending 20 December 2027 |
| Salary Range | AU$105,806 to AU$114,500 pa + up to 15.4% superannuation |
| Location(s) | Geelong - Australian Centre for Disease Preparedness (ACDP), VIC |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | Australian Citizens only |
| Position reports to the | Quality Assurance Team Leader |
| Client Focus – Internal | 90% |
| Client Focus – External | 10% |
| Number of Direct Reports | 0 |
| Enquire about this job | Kathie Burkett via email kathie.burkett@csiro.au |
| How to apply | Apply online at <https://jobs.csiro.au/> Internal applicants please apply via **Jobs Central**If you experience difficulties when applying, please email careers.online@csiro.au or call 1300 984 220. |

### Role Overview

The Senior Quality Assurance (QA) Advisor works with the QA Team at CSIRO’s Australian Centre for Disease Preparedness (ACDP) to provide advice, coordination, and support for the quality management systems at ACDP. The Senior QA Advisor is also responsible for supporting continual improvement of ACDP’s quality culture, processes, and environmental impact as part of the QA team. ACDP has an established quality and environmental framework (Integrated Management System – IMS) and this position will work directly in supporting and expanding our accreditation in ISO 9001, ISO 17025, ISO 14001, and ISO 17043. The team are also required to support studies conducted according to OECD Good Laboratory Practice (GLP) and drive future accreditations in ISO 17034 and ISO 35001.

This is a hands-on quality role, and the Senior QA Advisor will guide and collaborate with staff across a range of areas in the implementation and adoption of various ISO standards. The Senior QA Advisor will play a key role in facilitating ACDP’s IMS processes, particularly the Internal Audit Program, deviations/complaints process, oversee equipment and training registers, as well as optimising the supporting quality and learning management systems (Q-Pulse, SuccessFactors) for the ACDP site.

### Duties and Key Result Areas:

* Drive and support the implementation of a harmonised Quality Assurance (QA) at ACDP through technical support and delivery of priority quality activities and processes.
* Build and maintain strong, positive partnering relationships with customers, Business Unit partners and staff and QA corporate citizen champions through developing a thorough understanding of their respective QA needs and tailoring compliant solutions using a risk-based approach.
* Provide expert advice to scientific and animal teams on QA principles, processes, and documentation.
* Schedule, oversee and perform QA internal audits as well as periodically reporting audit outcomes to various stakeholders including senior management.
* Oversee equipment and training registers as part of the Integrated Management System.
* Assist with management of external audits (regulators, sponsors, customers) and support teams in addressing resulting non-conformances and recommendations.
* Support Business Units in reporting and investigating deviations and customer complaints in a timely manner. Identify corrective and preventative actions that address root cause and monitor the effectiveness of any action taken. Monitor the progress of all Corrective Actions and ensure that the risks are clearly articulated to Senior Management and that they are managed effectively.
* Support site BSI and NATA certifications/accreditations at ACDP through the optimisation and delivery of quality assured programs through research and diagnostics.
* Work with the Operations Manager, QA Team Leader, and other QA staff in developing a quality program for AAHL’s animal programs and broader site activities.
* Support the QA Authorised Representative and QA Team in executing all responsibilities including providing oversight and continuous improvement of the integrated Management System (IMS)
* Provide QA training and advice as required by AAHL’s International Program
* Compile data and/or reports to support periodic reporting of Integrated Management System Key Performance Indicators (KPI’s) and objectives at various forums including the ACDP Management System Review Committee comprising key senior management stakeholders.
* Provide advice to the Quality Assurance Management Team to affect decisions on policy and procedure and ensure that these align with the Facility, NATA & BSI requirements.
* Facilitate training programs to support the implementation and use of quality systems, processes, and culture across site.

## **Required Competencies:**

* **Teamwork and Collaboration:** Cooperates with others to achieve organisational objectives and may share team resources in order to do this. Collaborates with other teams as well as industry colleagues.
* **Influence and Communication:** Uses knowledge of other party's priorities and adapts presentations or discussions to appeal to the interests and level of the audience. Anticipates and prepares for others reactions.
* **Resource Management/Leadership:** Sets up and maintains effective and efficient work teams and manages performance and resources, to achieve objectives. Chooses appropriate management strategies and communication styles to maintain high levels of motivation and productivity. Gives feedback for development purposes and provides support and direction for improvement.
* **Judgement and Problem Solving:** Investigates underlying issues of complex and ill-defined problems and develops appropriate response by adapting/creating and testing alternative solutions.
* **Independence:** Plans, sets and works to meet challenging standards and goals for self and/or others. Recognises where endeavours will make the most impact or difference, decides on desired outcome and sets realistic goals to reach this target.
* **Adaptability:**Copes with ambiguity or situations that lack clarity. Adapts readily to changing circumstances and new responsibilities (which may include activities outside own preferences) in the interests of achieving team objectives. Recognises the need for and undertakes personal development as a result of changes.

## **Selection Criteria**

#### Essential

*Under CSIRO policy only those who meet all essential criteria can be appointed.*

1. Relevant Degree &/or equivalent experience in biological sciences or quality management or equivalent experience working in a similar QA role.
2. Relevant education and training to demonstrate an advanced understanding of QA processes such as ISO 9001, ISO 17025, ISO 14001, ISO 17043 and ISO 17034, and their application.
3. Demonstrated ability to work with teams to coordinate quality systems and optimize existing systems utilising team resources to provide a seamless and consistent approach.
4. Previous experience working as a specialist advisor for scientific and industry colleagues in leading and fostering a culture of knowledge transfer, open communication, coaching and collaboration across the quality team, internal stakeholders, and customers.

##  **Desirable:**

1. NATA accredited lead assessor training
2. Understanding of GLP
3. Experience with Quality and Learning Management Systems such as Q-Pulse, Success Factors

Special Requirements

**Security Assessment and Microbiological Security Requirements for Personnel Working on the Australian Animal Health Laboratory (AAHL) Site:**

1. The nature of our work requires that each person working on site must comply with the conditions described below.
2. The appointee is required to pass a security clearance at a level appropriate to duties of the position. Confirmation of the appointment is subject to obtaining that clearance.
3. It is essential that all work on exotic or emerging diseases carried out at AAHL is conducted in a safe manner to prevent the escape of the disease agents used, and to this end, all activities and personnel will be subject to appropriate microbiological security measures. Consequently, while working at AAHL, you may not reside on a property on which are kept any of the following animals: sheep, cattle, pigs, goats, horses, asses, mules and camelids, any other cloven-hoofed animal, fowls, turkeys, geese, domestic ducks, caged birds, emus or ostriches. Personnel working with diseases of aquatic animals may not keep aquarium fish at their place of residence and at times specific species may be excluded depending on the nature of the work conducted.
4. In addition, for a period of seven days after working in the microbiologically secure area of AAHL, personnel may not have close contact with any of the above animals, amphibians or birds or the actual places where these animals are held or visit any aquatic animal farm or aquatic animal hatchery.
5. Working in the barrier maintained Small Animal Facility or the Werribee Animal Health Farm requires avoidance of additional animals such as mice, rats, guinea pigs, rabbits, ferrets and poultry of a minimum of 3 days prior to arrival.
6. It is usual practice in laboratories where work with infectious disease agents is carried out, to collect a blood sample from personnel and store serum for future reference. This is a safety precaution, so that if any person becomes ill in the future, serum samples are available for testing.
7. Certain positions will require medical assessment and vaccinations against various agents.
8. Positions working at PC4 will also require a pre-employment psychological assessment.
9. Given AAHL’s role in the International Regional Program, there may be a requirement for some personnel to travel internationally and if required for this work, suitable staff should be able to obtain a valid passport.
10. Should an emergency response situation arise, AAHL may be required to implement the Emergency Animal Disease Response Plan and personnel may need to contribute to response requirements, including afterhours work.
11. Personnel must abide by Occupational Health, Safety and Environment regulations. Safety signs and directives issued by CSIRO personnel must be complied with at all times.
12. Access restrictions apply to the Werribee Animal Health Facility (WAHF) site that is associated with, but remote from, the AAHL site.

Additional information detailing AAHL's micro-security restrictions can be found at it:

<http://www.csiro.au/resources/AAHLStaffRestrictions.html>

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Find out more about the CSIRO [Australian Animal Health Laboratory](https://www.csiro.au/en/Research/Facilities/AAHL)