# Position Details

## Administrative Services- CSOF5

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| The following information is for applicants | |
| Advertised Job Title | CSIRO Business & Infrastructure Services (CBIS) Manager – Documentation & Compliance |
| Job Reference | 63113 |
| Tenure | Specified Term of 18 months |
| Salary Range | AU$98,735 to AU$106,848 pa (pro-rata for part-time) + up to 15.4% superannuation |
| Location | Geelong, Victoria |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | Australian Citizens Only |
| Position reports to the | CBIS Manager – Technical Support |
| Client Focus – Internal | 80% |
| Client Focus – External | 20% |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact John Near (john.near@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](mailto:careers.online@csiro.au) or call 1300 984 220. |

### Role Overview

## Administrative staff in CSIRO provide administrative and management services to support the effective provision of research and development activities. This involves the development and implementation and/or administration of policies, systems and procedures that assist the organisation and the business units to achieve their objectives and meet Government and regulatory responsibilities.

This role is responsible for the strategy, management and maintenance of the facility equipment documents and associated management systems to ensure efficient delivery of support services to the Australian Animal Health Laboratory (AAHL) facility and compliance with regulatory and quality frameworks.

### Duties and Key Result Areas:

* Establish, implement and maintain appropriate quality and/or management framework and documentation management systems for the CBIS AAHL team.
* Manage the accuracy and relevancy of the CBIS AAHL suite of documentation regarding facility plant and equipment, maintenance and operation and supporting processes.
* Manage the compliance obligations of the CBIS AAHL team with regards to applicable regulations and standards.
* Document internal audits and other quality assurance activities.
* Establish and implement a security protocol for documents.
* Ensure document templates meet CSIRO and legislative requirements and lead the design of new templates as required.
* Manage and provide documentation development services for CBIS AAHL.
* Train staff and develop procedures on the correct use of the Documentation Management System.
* Develop and control the locations and structures of CBIS AAHL information e.g. Document Management System, Network Drives, SharePoint etc.
* Keep abreast of engineering best practice and determine ongoing needs of the documentation system and contents.
* Interface with AAHL’s Quality and Compliance Unit to ensure alignment with site quality and management systems.
* Ensure staff are kept aware of new and updated documentation and processes as they are made available.
* Liaise with clients to determine their needs, tailoring solutions to potentially conflicting requirements, taking personal responsibility for client satisfaction, and correcting problems promptly and in a constructive manner.
* Under limited direction, use technical expertise to lead a range of support activities/functions, or be responsible/for a number of smaller projects, with independence of action within their own function, achieving results through the use and allocation of available resources, within constraints laid down by managers. (Including responsibility for results)
* Be able to provide leadership and supervision to a small team, project group or function, and take responsibility for the performance management and career development of the team.
* Display a willingness to influence the decision of managers by recognising the need for change in initiating innovative solutions/proposals, and liaise with and influence related professions to develop practices, which support the Business Unit.
* Communicate openly, effectively and respectfully with all staff, clients and suppliers in the interests of good business practice, collaboration and enhancement of CSIRO’s reputation.
* Work collaboratively as part of a multi-disciplinary, often regionally dispersed research team, and business unit to carry out tasks in support of CSIRO’s scientific objectives.
* Adhere to the spirit and practice of CSIRO’s Code of Conduct, Health, Safety and Environment plans and policies, Diversity initiatives and Zero Harm goals.
* Other duties as directed.

## **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 certificate/diploma/bachelor’s degree or equivalent relevant work experience in librarianship, information management or relevant disciplines.
2. Minimum 5 years’ experience in the operation and management of governance and management systems.
3. Proven experience in the implementation and management of documentation management systems.
4. Proven ability to manage competing priorities and demonstrated project planning experience, with a proven track record of delivery.
5. Proven ability to communicate effectively and influence a wide range of stakeholders across multiple levels of an organisation.

## **Desirable:**

1. Six Sigma or other recognised process assessment certification.
2. Experience in process development and improvement toward Quality Assurance and technical best practices.
3. Experience in the management of Quality Assurance Systems within a technical environment.
4. Auditor qualifications in Quality and/or Safety and/or Environmental Management Systems.
5. Experience in relevant Documentation Systems.

Special Requirements

Appointment to this role may be subject to conditions including security/medical/character clearance requirements:

* The successful candidate will be required to obtain and maintain a security clearance at the Negative Vetting 1 level. In order to apply for this clearance, applicants must be Australian Citizens.
* AAHL - Security Assessment and Microbiological Security Requirements for Personnel Working on the Australian Animal Health Laboratory (AAHL) Site.
* The successful candidate may be required to obtain a National Health Security (NHS) Clearance.

**Security Assessment and Microbiological Security Requirements for Personnel Working on the AAHL Site.**

The nature of our work requires that each person working on site must comply with the conditions described below.

* 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.
* 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 and mules, 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 personnel working with cane toad material must avoid contact with amphibians.
* 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.
* Working in the barrier maintained Small Animal Facility requires avoidance of additional animals such as mice, rats, guinea pigs, rabbits and poultry 3 days prior to arrival.
* 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.

## **About CSIRO:**

We solve the greatest challenges through innovative science and technology. To find out more visit us [online](http://www.csiro.au/)!

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