# Position Details

## Administrative Services- CSOF5

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| The following information is for applicants |
| Advertised Job Title | Quality Assurance Officer |
| Job Reference | 65696 |
| Tenure | Indefinite (Full-time)  |
| Salary Range | AU$98,735 to AU$106,848 pa + up to 15.4% superannuation |
| Location(s) | Geelong, VIC |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | Australian/New Zealand Citizens and Australian Permanent Residents Only |
| Position reports to the | Manager – Quality and Compliance |
| Client Focus – Internal | 90% |
| Client Focus – External | 10% |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact Professor Trevor Drew via email at: trevor.drew@csiro.au or phone +61 3 5227 5000 |
| 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 Quality Assurance Officer will work with the Quality Team at CSIROs Australian Animal Health Laboratory (AAHL) and provide specialist advice, coordination and support for the quality systems at AAHL. The Quality Assurance Officer will also be responsible for continually improving AAHL’s QA culture, processes and environmental impact. AAHL has an established QA framework and this position will work directly in supporting our accreditation in ISO9001, ISO17025, ISO14001, ISO17043 and ISO17034 (non-certified). The team also undertake studies towards OECD Good Laboratory Practice (GLP) compliance.

This is a hands-on quality role and the Quality Assurance Officer will guide and collaborate with staff across a range of areas in the implementation and adoption of various ISO standards.

### Duties and Key Result Areas:

* Drive and support the implementation of harmonised Quality Assurance (QA) at AAHL through technical leadership and delivery of priority quality activities and processes and provide expert advice to scientific and animal teams on QA principles, processes and documentation
* 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 solutions
* Perform a gap analysis to evaluate shortfalls in working towards QA compliance and develop operational plans on priority areas
* Ensure work teams maintain copies of all protocols pertaining to non-clinical laboratory studies at intervals to assure integrity and maintain written and properly signed records of each inspection
* Drive the ISO/NATA accreditation and systems at AAHL in providing quality assured programs to the AAHL Diagnostic Program and work with the Operations Manager and other QA staff in developing a quality program for AAHL’s animal programs and broader site activities
* 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 as well as the diagnostic program’s service agreement with Department of Agriculture (DA).
* Schedule, oversee and perform QA audits and start the process of periodically reporting to Study Directors and Management.
* Identify areas which require corrective action and raise Corrective Action Requests (CARs). Identify action to be taken to address the root cause and monitor the effectiveness of action taken for all CARs within the system. Monitor the progress of all QA Corrective Actions and ensure that the risks are clearly articulated to Senior Management and that they are managed effectively
* Facilitate training and consultancy to support the implementation and accreditation/certification of quality systems and provide QA training and advice as required by AAHL’s International Program
* Manage document control and provide oversight of related quality systems such as training and other electronic quality systems to ensure effectiveness
* Take overall responsibility for the implementation of the recommendations arising out of Accreditation Providers Reports and liaise directly with the providers on issues relating to non-compliance.
* Provide Senior Management with an Annual Report which assesses the effectiveness of all elements of the quality system in meeting the objectives of the Facility and the requirements of ISO Standards.

## **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 and application of QA processes such as ISO9001, ISO17025, ISO14001, ISO17043 and ISO17034, 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 and contributor to teams and to network with scientific and industry colleagues to be able to lead and foster a culture of knowledge transfer, open communication, coaching and collaboration across the quality team, staff and customers.

##  **Desirable:**

1. NATA accredited lead assessor training
2. Understanding of GLP
3. Experience with QA systems such as Q-Pulse

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)