

# Role Description

## ACWG Quality Officer



Cluster	Department of Creative Industries, Tourism, Hospitality and Sport
Agency	Australian Museum
Division/Branch/Unit	AMRI/ACWG
Role number	50051162
Classification/Grade/Band	Technical Officer 1/2
ANZSCO Code	311413
PCAT Code	1339192
Date of Approval	June 2025
Agency Website	<a href="https://australian.museum/">https://australian.museum/</a>

### 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 and present.

The Australian Museum (AM) operating within the NSW Department of Enterprise, Investment & Trade cluster, 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 22 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 AM supports a diverse workforce and promotes applications from all ages and genders, Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse groups, the LGBTQIA+ community, veterans, refugees and people with disabilities.

### Primary purpose of the role

The ACWG 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 to maintain accreditation held by the ACWG. Along with the delivery of high-quality genomics-based research, the role also delivers a range of molecular diagnostic services to external stakeholders as an ISO/IEC 17025 accredited facility.

## Key accountabilities

- Assist the Manager, ACWG in delivering best practice quality management processes including lab inductions, monitoring the timely completion of incidents, asset maintenance, and corrective action activities to meet relevant Standards across the ACWG.
- Administer the asset/equipment documentation for the ACWG as well as coordinate annual service of equipment to ensure laboratory equipment is fit for purpose.
- Undertake a range of administrative services as required to support the ACWG, comprising general administration, record and filing systems, process purchase orders.
- Support the ACWG's NATA (ISO/IEC 17025) accreditation through the development and update of Standard Operating Procedures and continuous improvement activities.
- 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.
- 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.
- 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.

## 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.
- Demonstrate resilience and commitment to balance workloads and manage multiple competing priorities in a demanding and often complex work environment.

## Key relationships

Who	Why
<b>Internal</b>	
Manager, Australian Centre for Wildlife Genomics	<ul style="list-style-type: none"><li>• Line manager, assigns work, manages workloads, and provides guidance.</li></ul>
Director AMRI	<ul style="list-style-type: none"><li>• Escalate issues.</li></ul>
Chief Scientist	<ul style="list-style-type: none"><li>• Expert advice, assistance, and support.</li></ul>
Other staff, volunteers in ACWG	<ul style="list-style-type: none"><li>• Aid and support as assigned by the Manager, Australian Centre for Wildlife Genomics.</li><li>• Provide training and guidance to staff on quality management practices.</li></ul>
<b>External</b>	
External service providers	<ul style="list-style-type: none"><li>• Sustain a positive and professional image while managing ongoing calibration and service activities.</li></ul>

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Regulatory staff and assessors including but not limited to, NATA and DAFF

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- Liaise and respond to issues relating to accreditation/certification activities.
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## **Role dimensions**

### **Decision making**

This role has limited autonomy and makes decisions under their direct control and refers to the team leader in 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 expectations in terms of quality, deliverables, and outcomes.

### **Reporting line**

Manager, ACWG

### **Direct reports**

Nil

### **Budget/Expenditure**

Nil

## **Key knowledge and experience**

- 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.
- Experience in asset management, and the coordination of laboratory equipment servicing.
- Experience participating in audits and/or assessment activities.
- Knowledge of legislation, regulations, and Standards relevant to the Australian Museum (particularly those regarding dangerous goods, quarantine/biosecurity, and wildlife compliance).

## **Essential requirements**

- Tertiary level qualifications in Science (Biological Sciences) or other relevant qualifications.

## **Capabilities for the role**

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.


The capabilities are separated into focus capabilities and complementary capabilities

## **Focus capabilities**

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

### Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Display Resilience and Courage</b>  Be open and honest, prepared to express your views, and willing to accept and commit to change	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	Foundational
	<b>Act with Integrity</b>  Be ethical and professional, and uphold and promote the public sector values	Represent the organisation in an honest, ethical and professional way  Support a culture of integrity and professionalism  Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct  Recognise and report misconduct and illegal and inappropriate behaviour  Report and manage apparent conflicts of interest and encourage others to do so	Intermediate



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### **Commit to Customer Service**

Provide customer-focused services in line with public sector and organisational objectives

Focus on providing a positive customer experience

Intermediate

Support a customer-focused culture in the organisation

Demonstrate a thorough knowledge of the services provided and relay this knowledge 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

Cooperate across work areas to improve outcomes for customers



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### **Deliver Results**

Achieve results through the efficient use of resources and a commitment to quality outcomes

Seek and apply specialist advice when required

Intermediate

Complete work tasks within set budgets, timeframes and standards

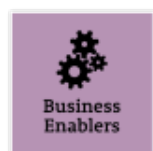
Take the initiative to progress and deliver own work and that of the team or unit

Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals

Identify any barriers to achieving results and resolve these where possible

Proactively change or adjust plans when needed

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## Technology

Understand and use available technologies to maximise efficiencies and effectiveness

Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks

Intermediate

Use available technology to improve individual performance and effectiveness

Make effective use of records, information and knowledge management functions and systems

Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies



## Procurement and Contract Management

Understand and apply procurement processes to ensure effective purchasing and contract performance

Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasing

Intermediate

Conduct delegated purchasing activities in line with procedures

Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements

## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
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Manage Self

Show drive and motivation, an ability to self-reflect and a commitment to learning

Intermediate

	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational

