

# Job and Person Specification

<b>Title of Role:</b>	Quality Manager	<b>Remuneration Level:</b>	PO4
<b>Business Unit:</b>	Forensic Science SA	<b>Type of Appointment:</b>	Ongoing
<b>Division:</b>	Finance, People & Performance	<b>Position Number:</b>	

## Job and Person Specification Approval

...../...../.....

DELEGATE

## Primary Purpose

The primary purpose of the Quality Manager is to provide strategic direction to Quality Management at Forensic Science SA (FSSA), ensure best practice and international standards are modelled and implemented and that compliance with the quality management system is maintained, and to promote a culture of continuous improvement across forensic and medico-legal disciplines.

## Reporting Relationships

- Reports to the Assistant Director Science & Support, Forensic Science SA.
- Management of Quality Officers within the Quality team.

## Key Relationships/Interactions

- FSSA Executive and Group Managers
- FSSA Quality team
- FSSA Quality representatives from scientific and pathology disciplines
- ANZPAA NIFS Quality Specialist Advisory Group
- Members of the National Association of Testing Authorities (NATA)
- Various national and international bodies including ANZPAA NIFS and ISO.

## Key Challenges

- Leadership in Quality Management and Assurance across a diverse range of forensic disciplines which utilise unique and specialist skills and techniques.
- Ensuring that NATA accreditation is maintained across all provided services
- Promoting a culture of excellence in Quality and compliance to quality management practices in an environment of limited resources and competing priorities

## Special Conditions

- Some out of hours work and interstate travel may be required.
- The incumbent must provide a saliva sample for DNA testing and placement on the DNA Quality Assurance Register (QAR) to exclude the possibility of contamination.
- The incumbent must undergo an Extended Police Clearance that the AGD finds satisfactory.

## AGD Conditions

- Effectively embed AGD People and Leadership Expectations into all work processes.



- Participation in annual performance review and development.
- Actively participate in all mandatory training requirements.
- Abide by the standards in the Code of Ethics for the South Australian Public Sector (the Code); and
- Employment is dependent upon a National Police Certificate clearance that the AGD finds satisfactory.

**Diversity**

The Attorney-General's Department values workplace diversity and is committed to providing an inclusive work environment where employees feel respected, valued, and empowered to be themselves. We are also committed to reconciliation and strongly value First Nation's voices in the community and workplace.

**Flexible Working Arrangement Options**

The South Australian public sector promotes diversity and flexible ways of working including part-time. You are encouraged to discuss the flexible working arrangements for this role. Flexible working arrangement options for this role may include:

- Flexitime
- Part-time
- Compressed weeks
- Work from home

**Responsibilities**

This Job and Person Specification provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Quality Manager is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
<p><b>Quality and Risk Management</b></p>	<ul style="list-style-type: none"> <li>• Uphold the FSSA Quality System to ensure it is in accordance with NATA accreditation, international standards of best practice and legislative requirements.</li> <li>• Be the point of contact for accreditation bodies.</li> <li>• Provide strategic advice about best practice in Quality Management.</li> <li>• Ensure FSSA identifies and manages risks</li> <li>• Represent FSSA in national advisory committees related to quality matters</li> <li>• Monitor national and international developments in scientific best practice and drive implementation at FSSA.</li> <li>• Oversee and manage complex projects related to Quality Management</li> </ul>	<ul style="list-style-type: none"> <li>• QRIs, method reviews and audits are completed and addressed within agreed timeframes and escalated as necessary.</li> <li>• Risks are identified, treatment options considered, and controls recommended.</li> <li>• Report to FSSA Executive on significant quality incidents, trends and changes in risk profiles.</li> <li>• Compliance activities are performed efficiently and effectively</li> <li>• Project management principles are utilised, and projects are appropriately planned, regularly reported on, kept to schedule and completed in a timely manner.</li> </ul>
<p><b>Promote Science Health</b></p>	<ul style="list-style-type: none"> <li>• Provide scientific leadership through modelling and promoting appropriate scientific standards across FSSA.</li> <li>• Provide specialist advice for achieving high quality standards of work.</li> </ul>	<ul style="list-style-type: none"> <li>• Forensic Science SA is recognised as a reputable scientific agency.</li> <li>• Technologies and methodologies are fit for purpose and appropriately validated prior to being used in casework.</li> </ul>



Key Responsibilities	Specified Duties	Performance Indicator/Measurement
	<ul style="list-style-type: none"> <li>• Foster a culture of scientific excellence.</li> </ul>	
<b>Leadership</b>	<ul style="list-style-type: none"> <li>• Contribute to a culture in line with the Public Sector values to ensure that operational quality, agency reputation and integrity are maintained at the highest possible level.</li> <li>• Contribute to policy development and strategic direction of Forensic Science SA.</li> <li>• Ensure the resources of the FSSA Quality group are managed effectively</li> <li>• Set clear expectations for staff with respect to quality standards and practices</li> <li>• Partner with operational areas to set clear quality management expectations, resolve issues early, and enable efficient operations.</li> </ul>	<ul style="list-style-type: none"> <li>• Lead development of FSSA organisational policy with respect to quality matters</li> <li>• Development of effective networks with other leaders at FSSA and externally</li> <li>• Change is managed appropriately to achieve organisational benefits</li> <li>• FSSA staff understand and contribute to the Quality System</li> </ul>
<b>Drive Culture</b>	<ul style="list-style-type: none"> <li>• Role model constructive behaviours in line with AGD's leadership expectations of self-awareness, building trust, and building teams.</li> <li>• Actively seek feedback and engage in critical self-reflection.</li> <li>• Establish and maintain effective relationships with employees including being approachable, providing role clarity, guidance on work-related matters and managing conflict where necessary.</li> <li>• Proactively build the capability of employees by supporting learning opportunities and providing regular feedback on performance.</li> <li>• Proactively manage operational leadership requirements such as leave requests, timewise entries and conduct recruitment processes where necessary.</li> <li>• Identify and undertake personal professional development in the area of leadership.</li> <li>• Proactively safeguard the health and wellbeing of staff by ensuring safe work practices are undertaken by self and others in the workplace.</li> <li>• Embrace and encourage diversity and cultural differences in the workplace.</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback on performance from direct reports, peers and leaders is positive.</li> <li>• Regular one on one meetings with direct reports are conducted.</li> <li>• Performance issues, both technical and behavioural, are addressed in a timely and effective manner.</li> <li>• Professional Development Plans for direct reports are completed in a timely fashion.</li> <li>• Regular leadership development is undertaken.</li> <li>• Proactive measures are undertaken to adhere to and prevent injuries.</li> <li>• Work practices are safe and Work Health and Safety legislation, policies and procedures are implemented.</li> <li>• Individual differences are encouraged and accommodated in the workplace.</li> </ul>



Key Responsibilities	Specified Duties	Performance Indicator/Measurement
<b>Compliance</b>	<ul style="list-style-type: none"> <li>Responsible and accountable for adhering to the requirements of the Criminal Law (Forensic Procedures) Act 2007, the WHS Act 2012; relevant WHS Regulations 2012; the Equal Opportunity Act 1984; the PS Act 2009; the Code of Ethics for Public Sector employees; the principles of diversity; and the Department's policies and procedures.</li> <li>Keep accurate and complete records of business activities in accordance with the State Records Act 1997.</li> </ul>	<ul style="list-style-type: none"> <li>Active participation and contribution in responsible and safe work practices.</li> <li>Abides by the Acts, Regulations, Policies and Procedures relevant to employees of the Department.</li> <li>Documents and correspondence filed according to States Records Act, 1997.</li> </ul>

## Technical Expertise

### Qualifications, Skills, Knowledge and Experience relevant to the role

<b>Technical Expertise (Essential)</b>	<ul style="list-style-type: none"> <li>A relevant degree in science</li> <li>Trained in leadership and/or quality management</li> <li>Demonstrated experience in the leadership of professional and technical staff in a scientific or medical environment.</li> <li>Experience in relationship management, client negotiation, and change management</li> <li>Significant experience relating to quality management in a scientific or medical environment</li> <li>High level communication skills, both written and verbal</li> </ul>
<b>Technical Expertise (Desirable)</b>	<ul style="list-style-type: none"> <li>A relevant higher degree</li> <li>Formal qualification in leadership and/or quality management</li> <li>Ability to coordinate the implementation of contemporary and innovative scientific processes, procedures and concepts and to encourage their application and acceptance by staff and clients.</li> <li>Deep knowledge and understanding of quality systems and national accreditation programs including requirements for appropriate method validation.</li> <li>Knowledge and understanding of national and international issues and trends in forensic science.</li> <li>Knowledge and understanding of national forensic science systems and structures including the operation and functions of ANZPAA NIFS.</li> </ul>



### Behavioural Capabilities

Descriptors below detail the behavioural capabilities required for performance in the Manager Science & Support - Biology role. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. These behaviours have been drawn from a larger number of relevant behaviours in AGD's Performance Matrix. This broader group of behaviours are applicable to your ongoing success in the role.

	<b>Strategic Focus</b>	<b>Results Orientation</b>	<b>Service Delivery Excellence</b>	<b>Relationship Management</b>	<b>Professional Approach and Drive</b>
<b>Strategic</b>	Shapes Strategic Thinking and Change	Achieves Departmental Results	Drives Business Excellence	Forges Relationships and Engages Others	Exemplifies Personal Drive and Professionalism
<b>Tactical</b>	Promotes Strategic Thinking and Change	Achieves Team Results	Delivers Business Excellence	Establish Relationships and Engages Others	Models Personal Drive and Professionalism
<b>Operational</b>	Supports Strategic Direction	Achieves and Monitors Own Results	Supports Service Delivery Excellence	Fosters Working Relationships	Supports Personal Drive and Professionalism
<b>Foundational</b>	Understands the Strategic Direction	Achieves Individual Results	Contributes to Service Delivery Excellence	Maintains Working Relationships	Demonstrates Personal Drive and Professionalism

<b>Element</b>	<b>Behaviours</b>
<b>Promotes Strategic Thinking and Change</b>	<ul style="list-style-type: none"> <li>Actively promotes goals and strategic direction</li> <li>Translates strategies and goals into achievable plans.</li> <li>Ensures work goals are linked to the bigger picture</li> <li>Adopts and manages a balanced approach to risk aversion and risk taking</li> <li>Considers the broader political environment and context when decision making</li> <li>Sets aside time to engage in forward planning for their area of responsibility</li> <li>Drives effective change</li> <li>Promotes creative and innovative thinking</li> </ul>
<b>Achieves Team Results</b>	<ul style="list-style-type: none"> <li>Provides clear direction on how to achieve outcomes</li> <li>Develops plans with clear outcomes and supports others to achieve these</li> <li>Is accountable for the delivery of quality, timely and cost effective results</li> <li>Critically evaluates the problem in its entirety before identifying and implementing best possible solutions</li> <li>Confidently makes decisions showing good judgement</li> <li>Effectively prioritises and re-negotiates task as needed</li> <li>Reviews performance and seeks opportunities to implement continuous improvement</li> </ul>
<b>Drives Business Excellence</b>	<ul style="list-style-type: none"> <li>Anticipates and plans for future events, trends, problems and opportunities</li> <li>Builds and manages capability and expertise of the workforce to achieve organisational goals</li> <li>Models and promotes a customer service ethos</li> <li>Astutely allocates resources for optimal short and long term outcomes.</li> <li>Models a culture of financial responsibility, accountability and awareness</li> <li>Sets clear performance standards that are linked to organisational outcomes.</li> <li>Develops the ability of others to effectively manage their own, individual and team performance and contribute to the organisation</li> <li>Promotes continuous learning and the development of others to achieve maximum individual and organisational potential</li> </ul>



<p><b>Establishes Relationships and Engages Others</b></p>	<ul style="list-style-type: none"> <li>• Represents the agency and public sector effectively in public and government forums</li> <li>• Effectively identifies, manages and resolves conflict</li> <li>• Maintains awareness of the political context and acts accordingly</li> <li>• Develops effective working relationships and internal and external networks</li> <li>• Appropriately identifies and collaborates with relevant stakeholders</li> <li>• Shares information and knowledge</li> <li>• Tailors approach and communication style to suit the situation and audience</li> <li>• Identifies opportunities to negotiate for improved outcomes</li> <li>• Actively listens and communicates in a clear and concise manner</li> </ul>
<p><b>Models Personal Drive and Professionalism</b></p>	<ul style="list-style-type: none"> <li>• Builds a culture of respect and high ethical standards.</li> <li>• Promotes diversity and uses this to enhance outcomes.</li> <li>• Demonstrates and promotes professionalism and confidentiality when dealing with sensitive issues.</li> <li>• Willing to put own views forward and challenges opposing views in a respectful manner.</li> <li>• Identifies and considers risk in decision making.</li> <li>• Remains positive and recovers quickly from setbacks.</li> <li>• Promotes adaptability in dealing with change.</li> <li>• Seeks opportunities to strengthen areas for development.</li> <li>• Seeks feedback on performance and engages in self-reflection.</li> <li>• Promotes a high standard of wellbeing for self and others.</li> </ul>

Acknowledged by  
occupant

/ /

-----  
(Print name)

-----  
(Signature)

Acknowledged by line  
manager

/ /

-----  
(Print name)

-----  
(Signature & title)

