

# Operations Manager



**Business unit/Department:** PlusLife (Perth Bone & Tissue Bank) - Operations

**Classification:** Executive Band

## Primary Responsibilities

Manages the operations of PlusLife; Quality, Donation, Retrieval, Processing and Distribution to achieve business goals and targets.

Provides leadership and direction in the development, implementation, delivery, coordination and evaluation of PlusLife operations, governance and business practices.

Responsible for oversight of the facility and the facilities operating systems.

Accountable for PlusLife's quality system and ongoing TGA accreditation.

## Reporting relationships

**Role Reports to:** Chief Executive Officer

**Positions Directly Reporting to this role:**  
 Nurse Manager - Donor Liaison  
 Quality and Regulatory Affairs Manager  
 Production Manager  
 Microbiology Laboratory Manager

## About PlusLife

At PlusLife, we collect, screen, store and distribute donated human bone and tissue allografts. We pride ourselves on exclusively retrieving 100% Australian donated bone and tissue to produce the highest quality allografts in our facility located in Midland, Western Australia.

As a Therapeutic Goods Administration licensed tissue bank, we are committed to providing medical professionals with safe and effective allografts for use in surgical procedures to treat patients with conditions such as spinal deformities, arthritic joint disease, bone cancers, sports injuries; and facial and dental reconstructive surgeries.

**Why we exist**

To enhance Australian lives through the precious gift of human bones and tissue donation.

**Who we are**

We are custodians of the safest and highest quality Australian bone and tissue, ethically sharing from donors to recipients as needed.

**Every day we aspire to**

Be a preeminent organisation in the field of tissue banking and related research, delivering on our commitment centred around the needs of each recipient, supported by uncompromising respect for every donation.

## How we act



Always act with care



Never compromise on standards



Always tell the truth

Summary Of Responsibilities	
<b>Brief summary of duties</b>	<p>Provides leadership and direction in the development, implementation, delivery, coordination and evaluation of PlusLife operations, governance and business practices by:</p> <ul style="list-style-type: none"> <li>• Managing a team of Managers to deliver operational excellence across quality systems, donation, retrieval, processing and distribution for human bone and tissue services.</li> <li>• Providing operational management of financial, physical and human resources to achieve PlusLife objectives.</li> <li>• Ensuring provision of a safe working environment in accordance with relevant Health, Safety and Equal Opportunity Legislation.</li> <li>• Ensuring PlusLife mission vision and values are integrated into all activities.</li> <li>• Seeking out opportunities to develop and implement improvements and initiatives to enhance team performance, donor experience or stakeholder satisfaction.</li> <li>• Acting as a conduit for coordinating activities with other PlusLife functional areas.</li> <li>• Reviewing and approving equipment needs.</li> <li>• Developing and monitoring of performance metrics for Quality, Donation, Retrieval, Processing and Distribution.</li> <li>• Facilitating development of a continuous improvement culture and taking an active role in projects, and improvement activities as required.</li> <li>• Working with Research, Production, Quality, Regulatory and Business Development personnel to develop new product lines.</li> <li>• Maintaining contemporary knowledge of tissue banking practices and acting as a resource for staff.</li> </ul> <p>The position is accountable for the PlusLife's quality system and ongoing TGA accreditation. The position works with PlusLife staff to:</p> <ul style="list-style-type: none"> <li>▪ Ensure regulatory, quality and safety systems are established and adhered to, and improved over time to comply with Therapeutic Goods Administration (TGA) Australian Code of Good Manufacturing Practice (GMP), for human blood and blood components, human tissues and human cellular therapy products and the relevant Therapeutic Goods Orders (TGOs), maintaining Standard Operating Procedures (SOPs) accordingly.</li> <li>• Co-ordinate business activities to ensure PlusLife's operating policies and procedures are maintained and reviews of the performance of the regulatory and safety systems are conducted.</li> <li>• Ensure PlusLife facility and equipment assets are maintained in accordance with regulatory standards and programme maintenance and calibration audits are performed.</li> <li>• Ensure the facility's operating and monitoring systems are always functional and risk is managed to an acceptable level.</li> <li>• Ensure equipment and consumables are appropriately sourced, validated, tested and maintained.</li> <li>• Take accountability for establishing a TGA licensed tissue testing laboratory and maintenance of the license thereafter.</li> </ul> <p>Undertakes analysis and reporting as part of –</p> <ul style="list-style-type: none"> <li>• Performance monitoring of departmental activities.</li> <li>• Development of departmental budgets.</li> </ul>

	<ul style="list-style-type: none"> <li>• Development of proposals for improvement activities or new or enhanced services.</li> <li>• Managing costs and reviewing performance to budget.</li> <li>• Participation in strategic and business planning.</li> </ul>
<b>Building relationships</b>	<ul style="list-style-type: none"> <li>• Build and maintain effective relationships with PlusLife Managers and staff, to facilitate development of a continuous improvement culture.</li> <li>• Foster a participative team environment and promote PlusLife, policies, procedures and systems.</li> <li>• Uses understanding of PlusLife and therapeutic goods manufacturing sector, to influence outcomes by gaining buy-in and commitment to objectives without over reliance on regulatory authority or organisational position.</li> <li>• Mentor and develop direct reports. Coaches to improve the capability of others by identifying and providing opportunities for development.</li> <li>• Work cooperatively with external stakeholders by building and sustaining relationships to achieve a common goal or outcome.</li> <li>• The role is required to use their knowledge and experience to independently represent PlusLife at local and National levels.</li> <li>• Promote of Pluslife activities at relevant clinical and community events.</li> </ul>
<b>Requirements For the Role</b>	
<b>Essential criteria</b>	<ul style="list-style-type: none"> <li>• Bachelor's degree in science or a health-related discipline or extensive experience at management level in a science or health related industry.</li> <li>• High level of conceptual and analytical skills.</li> <li>• Demonstrated knowledge and understanding of quality management systems.</li> <li>• Highly developed negotiation, interpersonal and organisational skills.</li> <li>• Demonstrated experience with facilities and asset management within a clinical laboratory, clinical processing or biotherapeutics environment.</li> <li>• Possession of current driver's license.</li> </ul>
<b>Desirable criteria</b>	<ul style="list-style-type: none"> <li>• Post graduate qualification or progression towards similar.</li> </ul>
<b>Appointment pre-requisites</b>	<ul style="list-style-type: none"> <li>• Proof of working rights</li> <li>• Provision of 100-point identification</li> <li>• Successful criminal record screening clearance (issued within the last three (3) months)</li> <li>• Successful pre-employment medical check</li> <li>• Provision COVID 19 Vaccination status</li> </ul>