

## POSITION DESCRIPTION

<b>Position Title:</b>	Operational Support Officer Nuclear Science & Technology and Landmark
<b>Cluster / Business Unit / Division</b>	Infrastructure – Innovation & Integration
<b>Section or Unit:</b>	Business Excellence – Operational Support
<b>Classification:</b>	Band 3
<b>Position Description Number:</b>	PD-1785
<b>Work Contract Type:</b>	Administration

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### POSITION PURPOSE

The Operational Support Officers are deployed resources to various NSTLI Platforms and Research Themes. The position provides operational support to NSTLI by undertaking administrative tasks and activities to support the effective operation of the assigned department/s

### ORGANISATIONAL ENVIRONMENT

ANSTO is the national organisation for nuclear science and technology. We focus on undertaking leading edge research, delivering innovative scientific services and providing specialised advice to government, industry, academia and other research organisations.

Nuclear Science & Technology and Landmark Infrastructure (NSTLI) incorporates ANSTO's research, innovation, landmark research infrastructure and associated platforms and capabilities. NSTLI conducts research and development in relation to nuclear science and technology and connects people, transfers knowledge and provides nuclear-based products and services for the benefit of Australia.

The Innovation & Integration portfolio develops, delivers and operates systems, processes and capabilities to translate outputs generated from research and development conducted in NSTLI into products, services and new intellectual property. The Innovation & Integration portfolio is responsible for the key processes within NSTLI such as user access and support, administrative services, relationship management and innovation transfer, assurance, business excellence, knowledge management and research grants. Key customers and stakeholders are NSTLI staff, external platform users and research collaborators, partners, Government, IAEA, industry and other ANSTO groups. The Operational Support Team provides administrative support to the various Platforms and Research Themes.

### ACCOUNTABILITIES & RESPONSIBILITIES

#### Key Accountabilities

- Provide financial assistance to NSTLI by preparing quotations and invoicing for commercial work, assisting with internal orders and purchases in accordance with ANSTO policies and procedures and processing ad-hoc payments.
- Lead and manage the administrative aspects of NSTLI and ANSTO processes which a Platform / Research Theme is required to operate within and foster cross-functional support by coordinating and collecting metrics and publication data, assisting with Organisational Excellence administration, managing and maintaining databases, maintaining currency of intranet and internet pages and controlled documents using data provided.
- Ensure effective operation of physical and office infrastructure for the allocated areas of work and provide general administrative support including poster printing, ordering of stationery and other administrative and SAP activities required by assigned department/s.
- Coordinate internal and external meetings or other events, including booking rooms, resources, travel, transport, equipment and catering.

- Coordinate centralised communications for the assigned department/s as required by the Platform/Research Theme Leader.
- Provide administrative assistance to the Platform/Research Theme Leader by coordinating team meetings and preparing associated agendas, coordination of internal processes and submissions, welcoming visitors and providing travel coordination for senior staff within their assigned Platform/Research Theme.
- Provide customer service and ensure information provided to clients is accurate and given in a timely manner in line with ANSTO policies and procedures.
- If required by the Platform/Research Theme Leader, provide assistance with scientific data entry and sample processing activities (not to exceed 10% of the role).
- Undertake additional duties as required and during period of leave of other staff, including providing assistance to the User Office during peak periods as required.

### Decision Making

- The ANSTO values, organisational corporate plan, business plan, operational excellence program, the NSTLI strategy and Innovation & Integration objectives provide the context for the position.
- Determine key work tasks within the context of agreed work plans and assigned activities and will consult with Line Manager or Platform/Research Theme Leader on issues that may have impact on the Operational Support Unit or the Platform/Research Theme.
- The levels of authority delegated to this position are those approved and issued by the Chief Executive Officer. All delegations will be in line with the ANSTO Delegation Manual AS-1682 (as amended or replaced).

### Key Challenges

- Ensuring the successful implementation of Innovation & Integration objectives and completion of duties whilst managing conflicting priorities and deadlines for multiple Leaders.
- Working smoothly and effectively with the Operational Support team using common systems.
- Ensuring continuous improvement and implementation of best practise.
- Improving customer service, response times and delivery efficiencies.

### KEY RELATIONSHIPS

Who	Purpose
<b>Internal</b>	
Line Manager (Supervisor, Operational Support)	<ul style="list-style-type: none"> <li>• Receive direction, instruction, guidance and priorities</li> <li>• Convey factual information and status of assigned work tasks/activities</li> <li>• Negotiate and report on operational status and issues</li> <li>• Escalate matters of priority, task completion and operational issues</li> </ul>
Platform/Research Theme Leaders	<ul style="list-style-type: none"> <li>• Receive instructions, tasks, activities</li> <li>• Negotiate on timelines and priorities</li> <li>• Deliver customer focussed administrative support</li> </ul>
Work area team members	<ul style="list-style-type: none"> <li>• Contribute to group decision making processes, planning and goals</li> <li>• Collaborate and share accountability</li> <li>• Negotiate and resolve conflicts</li> </ul>
NSTLI & ANSTO process owners	<ul style="list-style-type: none"> <li>• Develop effective working relationships</li> <li>• Liaise and consult in relation to impact of relevant ANSTO systems and process on NSTLI and vice versa.</li> </ul>
<b>External</b>	
Collaborators, users, visitors, students, regulators, suppliers	<ul style="list-style-type: none"> <li>• Develop effective working relationships</li> <li>• Provide assistance as required</li> </ul>

## POSITION DIMENSIONS

Staff Data	
Reporting Line	Reports to the NSTLI Office Manager, NSTLI Group Office
Direct Reports	Nil
Indirect Reports	Nil

  

Special / Physical Requirements	
Location:	Lucas Heights Working in different areas of designated site/campus as needed
Travel:	May be required travel to ANSTO sites from time to time
Physical:	Office based physical requirements (sitting, standing, minimal manual handling, movement around office and site, extended hours working at computer)
Radiation areas:	May be infrequently required to enter radiation areas under tightly regulated conditions
Hours:	Willingness to work varied hours based on operational requirements
Clearance requirements:	Satisfy ANSTO Security and Medical clearance requirements

  

Workplace Health & Safety	
Specific role/s as specified in <a href="#">AG-2362</a> of the ANSTO WHS Management System	All Workers Other specialised roles identified within the guideline a position holder may be allocated to in the course of their duties

## ORGANISATIONAL CHART

On file

## KNOWLEDGE, SKILLS AND EXPERIENCE

1. Relevant certificate in office administration, secretarial or equivalent experience.
2. Demonstrated experience providing secretarial or administrative support within a complex operating environment.
3. Demonstrated proficiency in Microsoft applications including Word, Excel, Access, PowerPoint, Outlook to manage workflow processes and on-line transactions.
4. Experience in procurement and basic accounting methods using SAP or similar operational system.
5. Demonstrated ability to work effectively in a team, positively contributing to the team environment.
6. Demonstrated ability to clearly convey information and ideas, and establish effective interpersonal relationships with a wide variety of people
7. Strong organisational skills, able to prioritise demands, escalate issues when required. Demonstrated ability manage competing demands, establish priorities, organise tasks and meet deadlines.
8. Demonstrated ability to handle sensitive and confidential information and just appropriate judgement and discretion
9. Strong commitment to customer service
10. Ability to quickly adapt to technological, structural and procedures changes and maintain professionalism and flexibility.

## VERIFICATION

This section verifies that the line manager and appropriate senior manager/executive confirm that this is a true and accurate reflection of the position.

<b>Line Manager</b>		<b>Delegated Authority</b>	
Name:	Jenna Ffrost	Name:	Suzanne Hollins
Title:	Acting NSTLI Officer Manager, NSTLI Group Office	Title:	Head of Research, NSTLI
Signature:		Signature:	
Date:	27/9/2019	Date:	27/9/2019