



POSITION DESCRIPTION

Position Title:	Education Officer
Cluster / Business Unit / Division	Chief Operating Officer Group
Section or Unit:	Corporate Affairs
Classification:	Band 4
Position Description Number:	PD-1550
Work Contract Type:	Professional

POSITION PURPOSE

The primary objectives of the Education Officers are to:

- Promote awareness and broader understanding of the benefits of nuclear science and technology and the role it plays in our lives.
- Provide a positive and informative experience for visitors about the range of research undertaken at ANSTO.
- Represent ANSTO at community and educational events.
- Continually improve education resources and to provide advice on the innovative design of other scientific communications and tools.

ORGANISATIONAL ENVIRONMENT

ANSTO leverages great science to deliver big outcomes. We partner with scientists and engineers and apply new technologies to provide real-world benefits. Our work improves human health, saves lives, builds our industries and protects the environment. ANSTO is the home of Australia's most significant landmark and national infrastructure for research. Thousands of scientists from industry and academia benefit from gaining access to state-of-the-art instruments every year.

The Corporate Affairs team sits within the Chief Operating Officer Group division and plays a key role in maintaining and building ANSTO's brand reputation amongst external and internal stakeholders both locally and in the international arena. The group seeks to broaden the audience reach and drive deeper engagement with a diverse range of key stakeholders.

The Corporate Affairs team focus on engaging the wider community. It has a focus on engaging the local community near Lucas Heights and Clayton as well as Australia's youth in order to grow a more informed generation that is engaged with STEM and in particular Nuclear Science and Technology.

The Corporate Affairs team also manage internal communications for ANSTO which plays a major role in developing an employer brand and strategic connection across the organisation and influences how employees and customers view a company.

At an operational level, the group is responsible for ANSTO's visual identity and brand management; the delivery of corporate publications and collateral; media relations; online content and engagement with ANSTO through social media; corporate level sponsorships; the Discovery Centre and community engagement via tours and management of special guest tours; engagement with the education sector; and community events. The group also partners with internal stakeholders to support effective communication to staff, management of the staff intranet, staff forum and other internal communications channels to staff.

ACCOUNTABILITIES & RESPONSIBILITIES

Key Accountabilities

- Deliver tours that offer a high quality, enjoyable and interesting experience for guests from all backgrounds. This includes being able to tailor tours to suit client requirements, provide technical content to special guests, being accountable for the professional delivery of VIP and special guest tours as per the scheduled program and agreed protocol and making changes during the actual tour under the instruction of the ANSTO sponsor as needed;
- Responsive for the management of visitors to comply with ANSTO's safety and security procedures, including keeping up-to-date with procedures and the capacity to respond to incidents appropriately and in a manner that enhances ANSTO's reputation;
- Delivery of outreach programs (including incursions with local schools and virtual tours via videoconferencing) and school holiday workshops;
- Represent ANSTO at key community and education events, including demonstrations, providing information to event attendees and delivering presentations;
- Build ongoing relationships with ANSTO researchers, scientists and professional staff to ensure access to the latest research/scientific achievements;
- Maintain a good understanding of careers in science, technology and engineering to respond to enquiries from teachers and internal and external stakeholders ensuring responses are appropriate and accurate, this may include the provision of technical scientific advice;
- Continually improve education resources and presentations while sharing information and expertise with team members and providing coaching and training to new team members; Assist with the upkeep and general maintenance exhibit and display areas/items within Discovery Centre and other ANSTO locations;
- Undertake additional duties as required and during period of leave of other staff.

Decision Making

- The position works within a framework of legislation, policies, professional standards and resource parameters. Within this framework the position has some independence in determining how to achieve objectives of the unit, including deciding on methods and approaches, operations, project planning and allocation of resources.
- The position is also required to identify the needs of and incorporate feedback from multiple stakeholders when planning and delivering tour experiences and outreach events.
- 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

- Staying well informed and communicating up to date information about nuclear science, technology and engineering, their applications and more generally about ANSTO;
- Effective management of tour groups in a diverse environment;
- Delivering multiple customised tours for specialised groups;
- Managing challenging logistics when multiple tours and/or large tours are running concurrently, while ensuring high tour standards are maintained;
- Engaging audiences using video conferencing and other online/virtual technologies and managing technological problems that occur;

KEY RELATIONSHIPS

Who	Purpose
Internal	
Manager/Executive	<ul style="list-style-type: none"> • Taking direction from the ANSTO executive and General Managers about the delivery of VIP and special guest experiences • Incorporate feedback from the executive which can be delivered without a lot of notice
Work area team members	<ul style="list-style-type: none"> • Provide expert advice on the delivery of tours and educational experiences
Direct Reports	<ul style="list-style-type: none"> • Provide leadership, regular updates , guidance and support • Engage to monitor trends, performance and progress against the strategic plan and evaluate further support which may be required to ensure delivery against the plan
Other departments	<ul style="list-style-type: none"> • Provide advice and support and prepare plans for the delivery of high quality community events with event partners

POSITION DIMENSIONS

Staff Data	
Reporting Line	
Direct Reports	Reports to the Education Manager – Primary or Education Manager - Secondary
Indirect Reports	Indirect report National Education and Engagement Manager

Special / Physical Requirements	
Location:	<ul style="list-style-type: none"> • Working in different areas of ANSTO including the Clayton campus as needed
Travel:	<ul style="list-style-type: none"> • Maybe required to travel to ANSTO sites from time to time • Regular travel to Sydney and Illawarra-based schools
Physical:	<ul style="list-style-type: none"> • Office based physical requirements (sitting, standing, minimal manual handling, movement around office and site, extended hours working at computer) • Public speaking
Radiation areas:	<ul style="list-style-type: none"> • None
Hours:	<ul style="list-style-type: none"> • Willingness to work extended and varied hours based on operational requirements. This can include public holidays like Australia Day.
Clearance requirements:	<ul style="list-style-type: none"> • Satisfy ANSTO Security and Medical clearance requirements • Obtain and maintain appropriate federal government clearance

Workplace Health & Safety	
Specific role/s as specified in AG-2362 of the ANSTO WHS Management System	<p>Managers / Leaders / Supervisors</p> <p>Other specialised roles identified within the guideline a position holder may be allocated to in the course of their duties</p>

ORGANISATIONAL CHART

See attached

KNOWLEDGE, SKILLS AND EXPERIENCE

1. Degree in science, engineering or education or closely related discipline;
2. Extensive background as a primary or secondary educator or as a scientist/engineer with some experience educating in a scientific environment.
3. Working knowledge of educational outcomes in science syllabuses at primary, secondary and tertiary education levels;
4. Experience in managing groups of people;
5. Excellent communication skills with ability to clearly communicate complex and detailed information to people at a variety of different levels;
6. Strong customer focus, with specific aim of creating a positive and welcoming atmosphere for visitors;
7. Strong team focus;
8. Personal qualities that add value to a team operating in a high client service, knowledge and expertise sharing environment.

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.

Line Manager	Delegated Authority
Name: Bridget Murphy	Name: Rod Dowler
Title: Education Manager, ANSTO Communications and Community Relations	Title: National Education and Engagement Manager
Signature:	Signature:
Date:	Date: