



POSITION DESCRIPTION

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|---|--------------------------------------|
| Position Title: | Senior User Office Administrator-NSW |
| Cluster / Business Unit / Division | Research Infrastructure, NSTLI |
| Section or Unit: | User Office |
| Classification: | Band 4 |
| Position Description Number: | PD-2033 |
| Work Contract Type: | Administration |

POSITION PURPOSE

The Senior User Office Administrator–NSW enabling a quality User Experience through the provision of operational support to internal and external users of ANSTO’s research infrastructure platforms . The Senior User Office Administrator-NSW is responsible for day-to-day guidance, support and co-ordination of the activities of the User Office Administrators-NSW. The entire User Office team are responsible for initiating and following through improvement processes and providing superior user focussed service and experience.

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 Nuclear Science & Technology and Landmark Infrastructure Division undertakes thematic and other research and is the custodian of landmark, national and institutional infrastructure. Landmark infrastructure includes the Australian Centre for Neutron Scattering and the Australian Synchrotron. National infrastructure includes the Centre for Accelerator Science and the National Deuteration Facility. Institutional platforms contain a range of facilities and capabilities, access to which is administered through the User Office.

The User Office team functions in two locations – Lucas Heights, NSW and Clayton, VIC. The User Office team serves on the front line of user community relations and facilitates interactions with the user committees that support scientific excellence. The User Office manages the merit proposal system, other proposal systems, associated review committees, the application of funding agreement principles, recording of user program and publication data and provision of data associated with the user program for internal and external stakeholders. The User Office team administers multiple portals to achieve this. They facilitate user safety inductions and access to the facility and manage the user travel funding program for access to the ANSTO facilities, capabilities and overseas synchrotron facilities. The User Office VIC manages the Australian Synchrotron Guesthouse and other onsite user amenities.

ACCOUNTABILITIES & RESPONSIBILITIES

Key Accountabilities

- Oversee and co-ordinate the day-to-day activities of the User Office Administrator(s)-NSW, providing guidance where needed to ensure provision of a quality User Experience: e.g. user queries are dealt with promptly; liaison with Leaders, instrument scientists, capability contacts and researchers undertaken as necessary.
- Lead the User Office-NSW in identifying and scoping improvements to the relevant project portals including the development of user functionality specifications, consulting with internal

stakeholders to capture portal user feedback, and drive process and functionality improvements and testing of solutions.

- Be the principal expert on the ANSTO Research Portal and assist the Manager, User Office in leading the provision, development and continuous improvement of processes and enabling services associated with the user program and to assist in managing the development and implementation of the ANSTO Research Portal. This also includes communicating as required for maintenance and improvement of portal functionality.
- Be the principal expert on the functionality of the ANSTO Research Portal (ARP). Train User Office Administrator(s)-NSW on the functionality of the ARP, coordinate the merit and other review processes for this portal, address review conflicts as needed.
- Ensure the database capturing the monetary value of capabilities and facilities provided is maintained so that external users can be provided with the value of ANSTO's access. Maintain the list of current capability contacts and ensure user related internet information is current.
- Be the principal point of contact for non-routine user queries.
- Take the lead in administering relevant processes for management of merit and other proposals requesting access to ANSTO's facilities and capabilities. This includes facilitating proposal review processes (scientific, technical, safety, regulatory, capacity, etc); transfer outcomes to portal(s), communicate outcomes to users in the agreed timeframes, close-out and upload reports as required.
- Be the primary contact for initiating liaison with users, NSTLI Leaders and capability contacts to address concerns raised during the review processes in order to confirm proposal review outcome, capabilities capacity and capture outcomes of discussions in portal(s).
- Manage the Scientific Review Committee (SRC) process to evaluate the scientific merit of proposals requesting access ANSTO's facilities and capabilities via the ANSTO Research Portal.
- Generate, analyse and provide reports from the Portal(s) to Leaders on the supply and demand for capabilities and facilities; and reports as required for KPI and metrics reporting.
- Undertake additional duties as required and during periods of leave of other staff.

Decision Making

- The position works within a framework of policies and professional guidelines. Within this framework the position has some independence in determining the objectives of the unit, including deciding on methods and approaches, operations and project planning.
- The position requires the exercise of personal judgement, problem solving and people skills to address non-routine matters, challenging user interactions and scheduling conflicts.
- The position determines key work priorities within the context of agreed work plans and consults with the Manager, User Office on complex, sensitive and major issues that have a significant impact on either the team or the reputation of ANSTO.
- 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 good customer service, response times and delivery efficiencies whilst managing User visitor and staff expectations on the level of service offered by the User Office.
- Ensuring continual improvement and implementation of best practise with limited time to develop and document processes, including other conflicting priorities and deadlines

- Ensuring users' personal information is treated as sensitive and using discretion in decision making around provision to other parties.
- Ensuring compliance with safety requirements are adhered to, and procedures are completed by users within the allocated time frames
- The customer facing nature of this position and User Office operating times can sometimes make it difficult to schedule activities (meetings, training etc.) requiring all team members attendance at the same time.
- Adapting to changes and upgrades to software and systems while ensuring the least possible impact on day to day system access and activity.

KEY RELATIONSHIPS

| Who | Purpose |
|--|---|
| Internal | |
| Manager | <ul style="list-style-type: none"> • Regular interaction to receive guidance and direction on non-routine queries and tasks • Provide progress updates on proposal administration, user queries and user feedback received • Provide input into continuous improvement processes for the User Office-NSW |
| User Office NSW team members | <ul style="list-style-type: none"> • Provide oversight and co-ordination of day-to-day activities of the team • Lead improvement processes with the NSW Office • Be the first point of contact for resolution of conflicts and non-routine proposal/user administration issues. • Contribute to the group decision making processes, planning and goals |
| User Office VIC team members | <ul style="list-style-type: none"> • Contribute to group decision making processes, planning and goals • Collaborate with on a regular basis for sharing improvement processes across sites |
| NSTLI Leaders | <ul style="list-style-type: none"> • Liaise for verification of internal projects, capacity reviews, scheduling and other user project related matters • Liaise with for resolution of conflicts and non-routine proposal/user administration issues |
| IT Staff | <ul style="list-style-type: none"> • Work collaboratively on portal improvement projects |
| PCSS Security | <ul style="list-style-type: none"> • Communicate as required for security access for new and returning users • Meet regularly for facilitation of improvement actions around security access for users |
| Business Operations and Systems – HR Shared Services | <ul style="list-style-type: none"> • Communicate as required for HR Onboard related access for users • Meet as required to facilitate improvement actions for onboarding process for users |
| External | |
| Users | <ul style="list-style-type: none"> • First point of contact for non-routine User queries • Conduct safety inductions as required • Support User meetings as required |
| Review Committees | <ul style="list-style-type: none"> • Manage Review Committee meetings • Liaise as necessary to support Review Committee meeting related travel and accommodation needs |

POSITION DIMENSIONS

| Staff Data | |
|------------------|-------------------------------------|
| Reporting Line | Reports to the Manager, User Office |
| Direct Reports | Nil |
| Indirect Reports | 3 x User Office Administrator-NSW |

| Financial Data | |
|------------------|-----|
| Revenue / Grants | Nil |
| Operating Budget | Nil |
| Staffing Budget | nil |
| Capital Budget | nil |
| Assets | 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: | Not applicable |
| Hours: | Willingness to work extended and varied hours based on operational requirements |
| Clearance requirements: | Satisfy ANSTO Security and Medical clearance requirements |

| Workplace Health & Safety | |
|---|-------------|
| Specific role/s as specified in <u>AG-2362</u> of the ANSTO WHS Management System | All Workers |

ORGANISATIONAL CHART

Reference published organisation chart

KNOWLEDGE, SKILLS AND EXPERIENCE

1. Diploma in business administration or equivalent experience
2. Extensive experience working in customer focused environment.
3. Demonstrated experience in developing teams.
4. Ability to effectively manage workload given competing priorities
5. Highly developed interpersonal and communication skills.
6. Highly developed written and verbal communication skills
7. Proficiency in standard Microsoft Office applications

- 8. Comfortable interacting with senior position holders.
- 9. Demonstrated experience in managing effective relationships with key stakeholders

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: | Therese Donlevy | Name: | Miles Apperley |
| Title: | Acting Manager, User Office | Title: | Head, Research Infrastructure |
| Signature: | | Signature: | |
| Date: | 26 July 2019 | Date: | 26 July 2019 |