



## POSITION DESCRIPTION

<b>Position Title:</b>	Administration & Configuration Support Officer
<b>Cluster / Business Unit / Division</b>	Reactor Operations
<b>Section or Unit:</b>	Technical Support Group
<b>Classification:</b>	Band 3
<b>Position Description Number:</b>	PD-0303
<b>Work Contract Type:</b>	Administration/Technical
<b>STEMM/NON-STEMM:</b>	STEMM

---

### POSITION PURPOSE

The primary objective of the Administration and Configuration Support Officer is to provide administrative and configuration support to the Configuration Management Group specifically and Technical Support Group in general. The position provides support to a range of technical documentation within the framework of the Reactor Operations Business Management System (BMS) to satisfy customer requirements and to comply with relevant international integrated management system requirements. The role includes developmental technical writing skills and auditing responsibilities for the Reactor Operations BMS. Support to other areas within Reactor Operations may be required.

### 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 Precinct brings together the key areas of Reactor Operations, the commercial businesses of Health, ANSTO Nuclear Medicine (ANM) and Minerals & Radiation Services and Waste Management.

Reactor Operations provides nuclear services to ANSTO for the purpose of supporting the strategic objectives of the organisation. This includes the provision of neutron beams for research institutes and irradiation services to Health and ANM for the purpose of the manufacture and sales of radiopharmaceutical and radiochemical products.

Waste Management is responsible for the safe, compliant and effective management of legacy, current and future predicted radioactive waste arising in line with ANSTO's strategic objectives, regulatory requirements and public expectations.

### ACCOUNTABILITIES & RESPONSIBILITIES

#### Key Accountabilities

The key accountabilities for this position include:

- Undertake assigned issuing of controlled documents and associated revision records in accordance with the approved process for Nuclear Operations Business Management System (BMS) documents.
- Monitor the effectiveness and implementation of BMS documents issued to ensure accuracy of relevant reconciliation reports, reviewing and investigating failures as appropriate.
- Provide general administration to support TSG and other Reactor Operations staff to achieve overall objectives, including communication, intranet updates and integrated management system reporting.
- As a subject matter expert, provide ongoing training, support and advice to staff in the use of electronic workflow systems, specifically ACS and ROBPM, to facilitate users experience.

- Prepare, revise and continually improve existing BMS documentation in accordance with customer requirements and the approved and documented BMS process.
- Interpret information received from customers to ensure it is accurate and that it is presented in accordance with defined BMS document templates.
- Support management system audits (MSAs) of sections within Nuclear Operations to satisfy ANSTO audit requirements and to ensure processes are being followed in accordance with current BMS documentation.
- Undertake additional duties as required and during periods of leave of other staff.
- Fulfil WHS responsibilities as specified in AP-2362 of the ANSTO WHS system.

### Decision Making

- The position works within a framework of regulation, standards and procedures. Within this framework the position has some independence in determining how to achieve role objectives and associated support requirements.
- The ANSTO values, organisational corporate plan, divisional business plan and strategy objectives provide a context for the position.
- The position is accountable for the accuracy, integrity and quality of the documentation worked on.
- 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

The key challenges for this position include:

- Managing conflicting priorities in respect of delegated work from within the division.
- Conducting work in a regulated environment, adhering to policies and procedures and ensuring that all sections within the division also follow the approved processes.
- Implementing gained integrated management system and electronic workflow knowledge and communicating that knowledge to customers and users.
- Securing time with customers to discuss the review of BMS documents and audit requirements.

### KEY RELATIONSHIPS

Who	Purpose
<b>Internal</b>	
Manager/Executive	<ul style="list-style-type: none"> <li>• Receive guidance and direction</li> <li>• Provide knowledgeable and evidence based advice</li> <li>• Gain endorsement for continuous improvement associated with the Business Management System documentation</li> <li>• Set objectives and assess performance</li> <li>• Escalate issues and propose solutions</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>• Continuous improvement of the BMS process and outcomes</li> <li>• Plan and undertake management system audits</li> <li>• Negotiate and resolve conflicts</li> </ul>
Other departments (Nuclear Operations)	<ul style="list-style-type: none"> <li>• Support to OPAL Operations, Utilisation, Engineering, Maintenance and Nuclear Analysis groups as part of the Configuration Management Group</li> <li>• Support to Waste Management Services in relation to uploading documents to ACS</li> <li>• Liaise with stakeholders to receive input into process changes</li> </ul>

## POSITION DIMENSIONS

<b>Staff Data</b>	
Reporting Line	Reports to the Quality Assurance and Configuration Manager
Direct Reports	Nil
Indirect Reports	Nil

  

<b>Financial Data (2022/2023)</b>	
Revenue / Grants	
Operating Budget	
Staffing Budget	
Capital Budget	
Assets	

  

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

  

<b>Workplace Health &amp; Safety</b>	
Specific role/s as specified in <a href="#">AP-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. Formal training and qualification (Certificate or higher) in Administration or equivalent discipline.
2. Experience (>5 years) in general administrative and/or technical support role and desirable knowledge of configuration management.
3. Problem solving skills and the ability to assess and resolve technical issues.
4. Experience working with and supporting electronic workflow systems.
5. A demonstrated ability to work within a team and interact with people at all levels across all operational functions.
6. Flexible approach to work and to continually review and reorganise work plans and activities to manage conflicting priorities.
7. Proficiency in using the Microsoft Office suite of products .
8. A good understanding of integrated business management system processes and management system audits (desirable).
9. Developed technical writing skills or comprehensive technical report writing experience, including attention to detail coupled with an understanding of working in a regulated environment (desirable).

**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:	Katie Pawsey	Name:	Mark Summerfield
Title:	QA and Configuration Manager	Title:	Leader, Technical Support Group
Signature:	KP	Signature:	M Summerfield
Date:	07/03/2023	Date:	7/03/23