



POSITION DESCRIPTION

Position Title:	Operational Support Officer
Cluster / Business Unit / Division	Nuclear Safety, Security & Stewardship Group
Section or Unit:	Nuclear Safety, Security & Stewardship
Classification:	Band 3
Job Family	Administration
Position Description Number:	PD-2339
Work Contract Type:	Professional
STEMM/NON-STEMM:	Non-STEMM

POSITION PURPOSE

The Operational Support Officer provides operational support to NSSS business units including the Nuclear-Powered Submarine Working Group by undertaking administrative tasks and activities to support the effective operations and integration of the assigned areas.

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.

ANSTO has approximately 1400 staff and several hundred business contractors operating at campuses at Lucas Heights, New South Wales and Clayton, Victoria. ANSTO is Organised into operational groups including nuclear operations, science and technology, commercial products and services, and supporting functions such as IT and engineering. Business continuity management sits within the Nuclear Safety, Security and Stewardship Group. ANSTO has significant dependencies in commercial product supply chains and critical utilities such as water, electricity and fuel.

The Nuclear Safety, Security and Stewardship (NSSS) incorporates the Nuclear-Powered Submarine Working Group, High Reliability (Safety), Nuclear Security and Safeguards and the Nuclear Stewardship science and technology platform. The NSSS Group provides critical enabling functions for ANSTO ensuring operational compliance for a range of regulators as well providing a range of mandated services to federal and state government departments and agencies.

ACCOUNTABILITIES & RESPONSIBILITIES

Key Accountabilities

- Provide a broad variety of administrative support to NSSS such as:
 - coordinate team meetings and preparing associated agendas, coordination of internal processes and submissions, welcome visitors;
 - coordinate and manage travel bookings for NSSS staff and ensure it meets ANSTO’s travel guidelines;
 - financial and procurement systems support including, but not limited to, preparing quotations and invoicing , assisting with internal orders and purchases in accordance with ANSTO policies and procedures and processing ad-hoc payments.
- Coordinate internal and external meetings, training or other events, including booking rooms, resources, travel, transport, equipment and catering.

- Coordinate and manage centralised communications across NSSS including maintaining databases, maintaining currency of intranet and internet pages and controlled documents using data provided. .
- Proactively work with other NSSS Operational Support staff to integrate, co-ordinate and harmonise administrative processes and overall support for the Group.
- Provide customer service and ensure information provided to clients is accurate and given in a timely manner in line with ANSTO policies and procedures.
- Undertake additional duties as required and during period of leave of other staff including assistance to the Group Executive in the absence of the Group Executive’s Executive Assistant.

Decision Making

- The ANSTO values, organisational corporate plan, business plan, operational excellence program, the NSSS 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 Leader on issues that may have impact on the Operational Support.
- 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 stakeholders.
- Working smoothly and effectively with the NSSS leadership team
- Ensuring continuous improvement and implementation of best practise.
- Improving customer service, response times and delivery efficiencies.

KEY RELATIONSHIPS

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

POSITION DIMENSIONS

Staff Data	
Reporting Line	Reports to the Group Executive NSSS initially
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 AG-2362 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

Line Manager		Delegated Authority	
Name:	Miles Apperley	Name:	Miles Apperley
Title:	Group Executive Nuclear Safety, Security and Stewardship	Title:	Group Executive Nuclear Safety, Security and Stewardship
Signature:		Signature:	
Date:		Date:	

Appendix 1

ANSTO Job Families
Accounting & Finance
Administration
Communications & Marketing
Compliance & Regulation
Engineering and Technical
Human Resources
ICT & Digital Solutions
Information & Knowledge Management
Legal
Manufacturing
Monitoring & Audit
Operations
Organisational Leadership
Project & Program
Research
Science
Security & Intelligence
Senior Executive
Service Delivery
Strategic Policy
Trades & Labour