



POSITION DESCRIPTION

Position Title:	Logistics Support Officer
Cluster / Business Unit / Division	Nuclear Operations and Nuclear Medicine
Section or Unit:	Nuclear Medicine
Classification:	Band 4/5
Position Description Number:	PD-2315
Job Family:	Engineering & Technical
Work Contract Type:	Technical

POSITION PURPOSE

The primary purpose of the Logistics Support Officer is to independently plan, manage and supervise the effective service delivery of a multi-disciplinary team of contractors to maintain and upgrade facilities and to provide logistic support services, (including spare parts management).

The role is responsible for the management and delivery of local specialised contractor service agreements to Nuclear Medicine's assets in a 24x7 operating environment across four nuclear manufacturing facilities. This role works directly with the engineering and maintenance teams in Nuclear Medicine

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 Nuclear Medicine, 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.

Nuclear Medicine is engaged in the manufacture and sales of radiopharmaceutical and radiochemical products. Manufacturing is based upon the GMP Code of Manufacturing, where processes must meet certain standards and Quality Control (QC) is essential and also just-in-time principles, where all processes are extremely time-critical.

Nuclear Medicine has a dominant market share position in Australia and is expanding into the global market. Nuclear Medicine Products operates under external regulatory requirements such as ISO 9001, ARPANSA and TGA, within ANSTO's procedural framework and in oversight by the ANSTO Board. Over 500,000 Australian patients benefit from Nuclear Medicine Products radiopharmaceuticals annually.

ACCOUNTABILITIES & RESPONSIBILITIES

Key Accountabilities

Band 4

- Liaise and negotiate with clients regarding the nature of and scheduling of their work and plan, supervise, prioritise and manage the completion of all routine and non-routine high risk maintenance work across Nuclear Medicine.
- Engage and allocate contractors to undertake unplanned breakdown and non-routine works that may impact the continuity of ANSTO operations and liaise closely with clients and key stakeholders
- Determine maintenance work requirements and manage the day-to-day allocation of maintenance work including work order administration, determining how work is to be completed, prioritisation including reviewing and re-organising work plans and activities to manage conflicting priorities and investigating resource availability.

- Exercise sound judgement when assessing the viability of proposals and provide advice on the most effective techniques and methods.
- Select, schedule, supervise and manage multi-disciplinary contractors and tradespersons to ensure routine and other works and support tasks are completed within the timeframes nominated and ensure that the work request, compliance, quality and safety standards are met
- Ensure all work undertaken conforms and complies with the quality and environmental frameworks, safety procedures and standards, and regulatory requirements and other statutory requirements.
- Provide regular feedback to management on the performance and evaluation of contractors and contracting organisations.
- Manage the risk of building works and refurbishment activity impacting ANSTO employees and tenants; and contribute to risk assessments and quality aspects of AMMSG including safety, audits and review of SWMS.
- Organise for site services to be isolated as required specifically in relation to water, gas, air, electricity and integral safety systems.
- Assist with capital funded upgrades and operational requests in relation to equipment and facilities.
- In conjunction with the Planners supervise small projects through to completion. This may involve some elements of supervision, cost control, time management, risk management, quality/safety/environmental considerations, client progress reports, contractor administration, and contractor management to ensure work is delivered on time and budget.
- Deliver tasks within larger projects that are project managed by more senior staff or more independently on smaller less complex or routine projects and tasks.
- Review and identify opportunities to improve and ensure quality and compliance including participating in safety audits; and promote a strong safety culture including safety risk assessments and Contractor inductions and ensure Safety plans and SWMS are prepared and reviewed for all routine and non-routine works and assist in the development of Contractor Induction and Training programs
- Maintain accurate and comprehensive information and records within the Computerised Maintenance Management System (CMMS) for all in-progress and completed work. In addition ensure all applicable registers, plans, drawings and legends are accurately amended
- Organise contractor inductions, manage preparation, submission and issue of security application passes and ensure supervisory administrative functions are performed.
- Maintain up-to-date knowledge of the latest developments and best practice for maintenance and contractor administration and contractor supervision and recommend improvements as identified.
- Engage and exchange knowledge and experience from other areas of ANSTO, other industries and domestic and international networks to deliver ensure best practices are identified and integrated into Nuclear Medicine systems and works
- Undertake additional duties as required and during period of leave of other staff.

The key accountabilities for this position Band 5 include:

- Contribute to the development of service agreements for the provision of specific services and provide feedback on the performance of contract organisations.
- Communicate across Nuclear Medicine with engineers and other relevant staff to ensure contractor work meets requirements of quality and safety.
- Maintain up-to-date knowledge of maintenance practices and procedures.
- Coordination and scheduling of plant and equipment deliveries per schedule.
- Manage service agreements for the provision of specific services and provide feedback on the performance of service providers.
- Contribute to the management of Nuclear Medicine spares and consumables including inventory control and procurement utilising SAP to ensure that materials and equipment are available when required.

- Utilise Computerised Maintenance Management System, primarily SAP and it's applications to assess and maintain maintenance strategies and plant history, taking into account safety and associated technical issues to ensure efficient plant operation.
- To provide a backup for the maintenance planning function
- Coordinate and liaise with production staff and engineers to facilitate spare parts management
- Liaise with ANSTO procurement and finance team and warehouse manager with regard to spares management.
- Utilise technical expertise to train coach and develop staff to ensure that technical knowledge is shared across the Nuclear Medicine team.
- Continually providing feedback on maintenance practice, strategies and plans, and maintenance instructions to ensure they meet WHS procedures and maximise the reliability and availability of plant and equipment.
- Setting work tasks and objectives, managing performance and assessing the performance of technical staff, provide advice and guidance on ways of developing the skills knowledge and experience of others.

Decision Making

- Applying independent sound judgement across several different trades and services
- Ensuring contractor and non-core maintenance work complies with a wide range of technical, safety and quality standards, regulations and procedures
- Communicate clearly and effectively with people of various levels of technical understanding within and outside of ANSTO
- Developing and maintaining working knowledge of Work Order generation and processing functions
- Improving communication and collaboration to ensure that customer expectations are met.
- Organising workload where there are multiple customer requirements, conflicting priorities and unplanned activities requiring to be completed within tight timeframes.
- Ensuring work is to a high standard and fully complies with a wide range of technical, safety and quality standards, regulations and procedures.
- Expectation to develop workable solutions to complex problems.
- Maintaining essential services to ANSTO facilities.
- Management of technical issues of service providers through to engineers and production staff

Key Challenges

- Supervising a diverse range of service providers supporting a 24x7 manufacturing operation of different needs, maturity and expectations
- Sustained delivery of the maintenance supervision standards in both ageing and new infrastructure
- Delivering very high customer service levels in a "no inventory" short life supply chain
- Ensuring compliance obligations across TGA, ARPANSA, ASNO, ANSTO and other agencies are delivered in full everyday
- Working with a diverse team on maintainers, engineers, production and quality staff

KEY RELATIONSHIPS

Who	Purpose
Internal	
General Manager	<ul style="list-style-type: none"> • As required
Head of Engineering	<ul style="list-style-type: none"> • Weekly to enable facility-wide decision making and direction.
Maintenance Supervisor	<ul style="list-style-type: none"> • Receive guidance and direction • Negotiate and report on budgets and resources consistent with strategic plans and goals

	<ul style="list-style-type: none"> Recommend and gain endorsement for plans and goals and other initiatives
WHS Committee	<ul style="list-style-type: none"> As required
Operations Manager/Project Office/Governance Group (PGG)	<ul style="list-style-type: none"> As required, supporting the delivery of maintenance and the capital program
WHS, Radiation Safety, Environmental Sustainability and Emergency Planning Committees	<ul style="list-style-type: none"> As required
Work area team members	<ul style="list-style-type: none"> Contribute to group decision making processes, planning and sales goals, Collaborate and share accountability, Negotiate and resolve conflicts, Work closely with and provide support to ongoing Projects.
Direct Reports (service providers)	<ul style="list-style-type: none"> Provide supervision, guidance and support Set performance requirements and manage performance Engage to monitor performance and progress against the agreed objectives
Internal Stakeholders	<ul style="list-style-type: none"> Provide timely and quality maintenance works and services
External	
External customers include tenants of ANSTO buildings, contractors, consultants, engineers, other technical staff and suppliers	<ul style="list-style-type: none"> Establish and maintain professional working relationships

POSITION DIMENSIONS

Staff Data	
Reporting Line	Maintenance Supervisor, Nuclear Medicine
Direct Reports	Nil
Indirect Reports	Nil

Special / Physical Requirements	
Location:	<ul style="list-style-type: none"> Lucas Heights Working in different areas of designated site/campus as needed
Travel:	<ul style="list-style-type: none"> May be required to travel to ANSTO sites from time to time
Physical:	<ul style="list-style-type: none"> Willingness to complete and maintain job specific ANSTO training. Willingness to complete and maintain Goods and Manufacturing Practices (GMP) training modules to comply with the Therapeutic Goods Administration (TGA) requirements. Wearing personal protective equipment for the handling of hazardous and/or radioactive materials

Radiation areas:	<ul style="list-style-type: none"> • May be required to work in radiation areas under tightly regulated conditions • Perform duties in an area where radioactive materials are handled under tightly controlled safety conditions • Perform duties with and in an area where hazardous chemicals or materials are handled under tightly controlled safety conditions
Hours:	<ul style="list-style-type: none"> • Willingness to work extended and varied hours based on operational requirements • After hours work will be required on a regular basis
Clearance requirements:	<ul style="list-style-type: none"> • Satisfy ANSTO Security and Medical clearance requirements • Obtain and maintain appropriate federal government clearance
Linked role:	<ul style="list-style-type: none"> • Transition to Band 5 is not automatic and will require a written submission to the Head of Engineering demonstrating the employee's capabilities to perform all the accountabilities at the Band 5 level. Transition to Band 5 requires GM Nuclear Medicine approval.

Workplace Health & Safety

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

On File

KNOWLEDGE, SKILLS AND EXPERIENCE – Band 4 Level

1. Trade in relevant technical discipline and/or equivalent relevant experience.
2. Experience supervising multi-disciplinary tradespersons within a highly regulated environment.
3. Demonstrated ability to effectively communicate to a wide audience including tradespeople, professionals and management.
4. Strong customer service orientation and the ability to establish and maintain collaborative and supportive relationships with internal and external customers.
5. Proven problem solving ability in delivering maintenance and developing creative, technical solutions.
6. Deadline driven, reliable in following through with actions, and pro-active when attending to ANSTO and customer interests.
7. Possess drive and self-motivation to work autonomously within a team in a changing maintenance environment at ANSTO.
8. Willingness to pro-actively share knowledge, information and insight with team members.
9. Working knowledge of relevant Australian Standards, GMP, Codes and other statutory requirements, especially relating to engineering and building works.
10. Ability to plan, prioritise and manage workload often with conflicting priorities

KNOWLEDGE, SKILLS AND EXPERIENCE – Band 5 Level

In addition to Band 4 requirements:

11. Post trade qualifications and/or significant demonstrated experience in management functions.
12. Ability to make risk based independent decisions, particularly in the areas of material supply and technical issues.

- 13. Experience and knowledge in managing service agreements with external service providers
- 14. Knowledge and experience in SAP Modules Plant Maintenance and Materials Management
- 15. Sound knowledge and experience in SAP Master Data management
- 16. Leadership skills including ability to develop desired cultures of safety and quality 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:	Darren Elliott	Name:	Ian Martin
Title:	Head of Engineering, Nuclear Medicine	Title:	GM Nuclear Medicine
Signature:		Signature:	
Date:		Date:	