



Position Description

Position Title:	Business Systems Support Coordinator
Cluster / Business Unit / Division	Nuclear Science and Technology, Clayton Campus
Section or Unit:	Quality and Risk
Classification:	Band 5
Position Description Number:	PD-2256
Work Contract Type:	Professional

POSITION PURPOSE

The Business Systems Support Coordinator is responsible for supporting the implementation, maintenance, and continuous improvement of the Quality Management System (QMS); Environmental management system (EMS); and providing leadership, advice, guidance, and training to employees in the use of ANSTO business systems for reporting, investigating and actioning Safety, Quality, Environmental and Operational incidents, and audit findings.

As the document controller for the site, the role also manages and supports the maintenance and continuous improvement of the software-based document and records management system (ERDMS); and assists with employee engagement with the software and leading the rectification of system software issues.

Other responsibilities include managing and supporting KPI and compliance reporting; managing business records retention processes and archives; supporting the Synchrotron Environmental Committee; writing and updating procedures and processes; and conducting independent audits.

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 Australian Synchrotron provides world-leading technical capability, and the nucleus around which new science and industry networks form as researchers interact. The synchrotron delivers better and faster experimental techniques that not only enhance current fundamental and applied research, but also open up new avenues of investigation to Australian science. The facility promotes international collaboration to enable leading-edge research and development, and is a hub for research that greatly benefits Australia and its regional neighbours.

This role sits within the Operations division/ Quality and Risk Unit. The unit is responsible for quality management, environmental management, risk management, business continuity; engineering asset management; information management; major project quality planning and assurance; site QA/QC including test and calibration strategies and plans for complex engineering and scientific equipment/systems/installations; and the development of site-specific strategies, systems, procedures and processes, at Australian Synchrotron.

ACCOUNTABILITIES & RESPONSIBILITIES

Key Accountabilities

- Support the implementation, maintenance, and continuous improvement of QMS and EMS requirements to ensure that ISO9001 and ISO 14001 certifications are maintained.
- Provide leadership, advice, guidance, and training to employees in the use of business systems for reporting, investigating and actioning Safety, Quality, Environmental and Operational incidents, and audit findings; and in the navigation of the ANSTO Intranet for business system information.
- Coordinate resolution of Quality and Environmental incidents and internal audit findings, including triage using risk-based decision making; assigning investigators/owners; taking the lead role in investigations when necessary, and ensuring effective analysis and timely closure.
- Proactively manage and support the maintenance and continuous improvement of the EDRMS software. Assist with and encourage employee engagement with the software and lead the rectification of system software issues working closely with Information Technology Group and users of the software.
- Manage, implement, and maintain Document Management and Records Management procedures, in accordance with national standards and ANSTO requirements. Fulfil the function of Document Controller and Administrator for controlled documents, business records and the archives stored on site.
- Manage and support KPI and compliance reporting. Ensure reporting meets customer expectations, including those of the Senior Management Team (SMT).
- Support the Chair of the local Environmental Committee in the management and operation of committee.
- Write and update procedures and process maps associated with the EMS, QMS, EDRMS and other business systems as required.
- Conduct independent investigations into quality and environmental issues; and provide support for internal and external audits of the site, as required.
- Post items relevant to the Synchrotron in Clayton onto the ANSTO intranet as a trained Intranet Content Editor.
- Provide support to the Line Manager.
- Undertake additional duties as required and during period of leave of other staff, within the area of the employee's skills and experience.

Decision Making

- The position is fully accountable for the accuracy, integrity and quality of the content of advice provided to the Manager and is required to ensure that decisions are based on sound evidence.
- The position has some independence in determining how to fulfil the key accountabilities of the position, including deciding on methods used, within the context of agreed work plans, and consults with the Manager, Quality and Risk on complex, sensitive or major issues that have a significant impact on the unit.
- 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

- Acting as an advocate on quality, compliance, and knowledge management; and building the support and confidence of stakeholders across the site, at all levels of the organisation.

- Establishing an in-depth understanding of relevant ISO standards and other compliance requirements.
- Ensuring risk awareness and risk-based decision making.
- Using initiative to resolve problems and develop solutions.
- Acquiring and maintaining advanced system user and administrator skills in the EDRMS and ANSTO business management software solutions.

KEY RELATIONSHIPS

Who	Purpose
Internal	
Line Manager	<ul style="list-style-type: none"> • Provide expert, authoritative and evidence- based advice. • Recommend and gain endorsement for plans and goals and other initiatives • Contribute to work plans. • Support the implementation, maintenance, and continuous improvement of the QMS and EMS requirements.
Work area team members	<ul style="list-style-type: none"> • Contribute to group decision making processes, planning and goals • Collaborate and share accountability • Undertake additional duties as required and during period of leave of other staff.
Senior Management Team in Clayton	<ul style="list-style-type: none"> • Manage and Support KPI, information management and compliance reporting. • Provide leadership, advice, guidance, and training in the use of ANSTO business systems.
All local business units	<ul style="list-style-type: none"> • Provide leadership, advice, guidance, and training to employees in the use of ANSTO business systems for reporting, investigating and actioning Safety, Quality, Environmental and Operational incidents, and audit findings. • Provide advice and guidance in the navigation of the ANSTO Intranet for business system information. • Point of contact for regarding document control and information management matters. • Post items relevant to the Synchrotron on the intranet. • Assist with and encourage employee engagement with the EDRMS software. • Coordinate resolution of Quality and Environmental incidents and internal audit findings. • Conduct internal audits.
Engineering Teams, Beamline Science Teams, Accelerator Operations and Project Management Office	<ul style="list-style-type: none"> • For the management of technical, project and design documentation and records.
ANSTO IT Group	<ul style="list-style-type: none"> • For the rectification of EDRMS system software issues working closely with Information Technology Group and users of the software.
Synchrotron Environmental Committee	<ul style="list-style-type: none"> • Support Chair in duties related to the successful management and operation of the committee.
Internal auditors	<ul style="list-style-type: none"> • Management and Administration of audit reports.
External	
External auditors	<ul style="list-style-type: none"> • During participation in external audit sessions and process, as needed.

POSITION DIMENSIONS

Staff Data	
Reporting Line	Reports to the Manager, Quality and Risk
Direct Reports	Nil
Indirect Reports	Nil

Special / Physical Requirements	
Location:	Clayton Working in different areas of designated site/campus as needed
Travel:	May be required to 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)
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 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

Ref published Org Chart

KNOWLEDGE, SKILLS AND EXPERIENCE

1. Bachelor's degree or equivalent qualifications in a relevant discipline such as Information Technology, Information Management, Engineering, or Quality Management with a minimum of 5 years relevant experience.
2. Demonstrated experience working in a regulated environment in particular working with quality, environment, or safety systems requirements.
3. Demonstrated experience in completing internal audits of business management systems for quality, environment, or safety.
4. Good understanding of ISO 9001.
5. Relevant experience in e-based document/records management systems, working in a design/engineering/contracting environment.
6. High level of computer literacy and proficiency with demonstrated use and experience in working with the Microsoft Office Suite (particularly, Word, Excel, Visio and Power Point) and database systems.
7. Problem-solving skills, decision making ability, and high attention to detail.
8. Excellent written and verbal communication skills, including reporting.
9. Demonstrated ability to develop and maintain collaborative relationships with internal and external stakeholders.
10. Proven ability to work collaboratively and constructively as a part of a small team.
11. Proactive and self-motivated with the ability to work with minimal supervision and meet deadlines.

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: Kathleen Riches	Name: Dean Morris
Title: Quality and Risk Manager	Title: Senior Manager Operations
Signature:	Signature:
Date:	Date: