



POSITION DESCRIPTION

Position Title:	Reception Administration Officer
Cluster / Business Unit / Division	People, Culture, Safety & Security
Section or Unit:	Security & Safeguards
Classification:	Band 3
Position Description Number:	PD-0992
Work Contract Type:	Reception Administration

POSITION PURPOSE

The primary objectives of the Reception | Administration Officer is to provide a high level of customer service as the first point of contact for all incoming visitors, clients and business partners. Reception | Administration Officer assists in the administration of ANSTO's security function, specifically contributing to the security clearance process, security and visitor database administration. In addition, the Reception | Administration Officer provides applicants and newly security cleared personnel with appropriate information and guidance in relation to onsite security matters.

Integral to the role is to ensure that all visitors and new or existing ANSTO pass holders are security screened and only those with appropriate authorisation are provided access to the ANSTO site. Reception | Administration Officer must have a sound knowledge of safety and security protocols in line with Government regulations and ANSTO policy and procedures, whilst maintaining a high level of tact and confidentiality.

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 People, Culture, Safety and Security (PCSS) team combines strategic and transformational workforce development-focused teams and Work Health Safety (WHS) team with the Security and Safeguards team.

Security Client Services will contribute to the growth and viability of ANSTO through the provision of cost effective and professional services which ensure the protection of its people, information, assets and reputation whilst maintaining an ability to provide specialist advice to government, industry, academia and other organisations, when required.

The Reception | Administration Officer reports to the Manager Client Services and works within a team of client service and security professionals including other Reception | Administration Officer's, Personnel and Physical Security Advisors.

The position's key internal customers include ANSTO staff, contractor supervisors, divisional administrators, the Australian Federal Police and the wider ANSTO community. External stakeholders include security clearance applicants, site visitors, business partners, Australian Government and international representatives, members of the public, media organisations and law enforcement agencies.

ACCOUNTABILITIES & RESPONSIBILITIES

The key accountabilities for this position include:

- Initiate the on-boarding security clearance process and provide administrative functions in connection with the processing of security assessments/vetting.
- Provide a timely response to telephone and email enquiries ensuring enquiries are directed appropriately.
- Applying security and safety management protocols, using ANSTO's risk methodology, when facilitating incoming visitors, clients and business partners including large groups of visitors, emergency contractors and/or VIP visits.
- Administering the Visitor Management Software (VMS) system to ensure that all visitor and escort records are entered accurately and the database is maintained appropriately to ensure effective security and safety outcomes.
- Responsible for delivering high quality results through the effective and efficient planning in the management of time, working to tight deadlines and set objectives;
- Undertake a range of data entry and administrative responsibilities related to systems such as Gallagher, SAP and HRO ensuring effective security and customer focused outcomes are achieved;
- Keep abreast of ANSTO's site and business organisational operations to ensure accurate information is provided to staff and visitors;
- Administer procurement requirements for division including stationery, equipment, purchase requisitions (SAP);
- Assist in developing good working relationships with all stakeholders by demonstrating a flexible, professional and positive attitude and a high standard of conduct and customer service;
- Work effectively in a small team by supporting each other and prioritising tasks;
- Undertake other duties and projects as directed by management including supporting team members during periods of leave;
- Show initiative and a willingness to expand work skills by working towards a completion of a Certificate III in Personnel Security.

Decision Making

- The position is responsible for prioritising their own tasks and workloads within the context of agreed work plans and will consult with the Client Service Manager on complex, sensitive and major issues that have a significant impact on PCSS.
- The position is responsible for determining if a person is permitted or denied access to the ANSTO site and/or requires further escalation to the Client Service Manager.
- The position is accountable for the accuracy, integrity and quality of the content of advice provided to their customer groups (public, business partners, media, managers, employees & stakeholders), and is required to ensure that decisions are based on sound evidence, but at times may be required to make effective judgements under pressure or in the absence of complete information or expert advice
- The positions work within a framework of legislation, policies, professional standards and resource parameters.
- The ANSTO values, organisational corporate plan, business plan, operational excellence program, the PCSS strategy and PCSS objectives provide the context for the position.
- The levels of authority delegated to these positions 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 major challenges for this position include:

- Ensure effective and timely communication to all stakeholders of changes as a result of Security process changes/developments;
- Prioritising multiple demands such as administrative duties, phone calls, visitor registration, employee and non-employee security and reception enquiries
- Handling difficult and sensitive situations whilst maintaining ANSTO's corporate image and professionalism;
- Respond and act accordingly as disaster and incident response liaison including receiving media or community calls and enquiries and directing calls appropriately;
- Ensure full compliance with the quality and environmental frameworks, safety procedures and standards, regulatory requirements and management principles;
- Contribution to continuous improvement efforts in the delivery of products and services;
- To help facilitate and be part of a positive culture across the organisation to ensure that the role of reception and security is, and is seen as, a positive contribution to the organisation;
- Manage the provision of a range of business services in an environment where workloads can be difficult to predict;

KEY RELATIONSHIPS

Who	Purpose
Internal	
Manager	<ul style="list-style-type: none"> • Receive guidance and direction • Provide expert, authoritative and evidence based advice on personnel security • Provide timely advice and reporting on personnel security related requests • Assist in organisational activities ensuring protection of ANSTOs people, information and assets
Work area team members	<ul style="list-style-type: none"> • Contribute to group decision making processes, planning and goals • Collaborate and share accountability • Provide advice and analysis on personnel security related matters • Negotiate and resolve conflicts
Internal Stakeholders	<ul style="list-style-type: none"> • Australian Federal Police • ANSTO Site Operations Centre (ASOC). • Executive Assistance • Discovery Centre
<ul style="list-style-type: none"> • ANSTO staff and contractors • Business Unit administrators • Engineering and Capital Program – Project managers and contract supervisors • ANSTO Communications 	
External	
<ul style="list-style-type: none"> • Members of the public • On-boarding applicants • Media Organisations 	

- Business Partners
- Australian Government and International representatives.
- Security service providers/law enforcement agencies
- All other 3rd party providers engaged with ANSTO

POSITION DIMENSIONS

Staff Data

Reporting Line	The role reports to the Manager Client Services
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Special / Physical Requirements

Location:	Lucas Heights
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)
Hours:	Willingness to work extended and varied hours based on operational requirements and to perform additional duties as required
Clearance requirements:	Satisfy ANSTO Security and Medical clearance requirements Obtain and maintain Protected Security Clearance

Workplace Health & Safety

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

On file.

KNOWLEDGE, SKILLS AND EXPERIENCE

The knowledge, skills and experience requirements for the Band 3 position include:

- A tertiary qualification (minimum Cert III) and/or extensive experience in an administration role or equivalent;
- Demonstrated experience and the ability to understand the benefits of high level customer service;
- Superior communication and interpersonal skills including high level of tact, sensitivity, maturity and discretion;
- High level of computer literacy including experience in MS Office package and visitor management software/system;
- Experience in or exposure to either card based access control systems, visitor management systems, SAP or enterprise business systems
- Demonstrated ability to work within strict policies and procedures;
- Excellent personal presentation skills;
- Highly self-motivated, demonstrated flexibility in approach to work and able to manage time effectively;
- Personal qualities that add value to a team operating in a high level client service environment;

- Sound analytical and problem solving skills coupled with an acute eye for detail;
- Show initiative and a willingness to expand work skills by learning and training in all aspects of security to enable multi-skilling across the team;

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:	Chris Ristevski	Name:	Rob Blissett
Title:	Client Service Manager, People, Culture, Safety & Security	Title:	Group Executive , People, Culture, Safety & Chief Security Advisor
Signature:		Signature:	
Date:		Date:	