



Australian Government



POSITION DESCRIPTION

Position Title:	Business Support Associate
Cluster / Business Unit / Division	Nuclear Operations and Nuclear Medicine (NONM)
Section or Unit:	Nuclear Medicine
Classification:	Band 5
Job Family:	Operations
Position Description Number:	PD-2439
Work Contract Type:	Administration
STEMM/NON-STEMM:	Non-STEMM

POSITION PURPOSE

The Business Support Associate provides a diverse range of high-level operational support to the General Manager Nuclear Medicine, Senior Leadership Team and Nuclear Medicine Group.

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.

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

- Actively promote and contribute to the development of a high performance and engaged culture within the Nuclear Medicine group, to foster a culture of inclusiveness.
- Identify, develop and implement process improvement initiatives to support the Group and define key performance indicators to assess process improvement initiatives.
- Develop and manage the staff recognition program with the Nuclear Medicine group.
- Preparation, implementation and management of Nuclear Medicine internal communications plans, including management of a variety of communications activities, in line with ANSTO's strategy.
- Manage and implement a range of special projects on behalf of the General Manager, Nuclear Medicine to ensure the achievement of project outcomes and support the group and impact of changes and improvements.
- Provide high quality internal and external stakeholder experience by dealing promptly with enquiries and resolving complex matters that can be sensitive and confidential.

- Manage, triage and delegate incoming issues to ensure a smooth flow of daily operations.
- Revise and maintain the currency of the Nuclear Medicine wide Business Management System and the General Manager’s governing procedures.
- Generate and analyse reports for Senior Management.
- Assist in the optimization of resources to meet business requirements.
- Utilise judgement to independently assess, prioritise and action matters. Direct, action and coordinate responses to internal and external enquiries.
- Develop and document relevant standard work procedures.
- Monitor and assist the Senior Management Team with adherence to control document review timelines.
- Maintain & develop effective working relationships with a wide range of internal and external stakeholders.
- Undertake additional duties as required and during periods of leave of other staff.

Decision Making

- Empowered to independently assess and prioritise incoming issues and delegate accordingly.
- The position is fully accountable for the accuracy, integrity and quality of the internal communications plan and staff recognition program for the Group.
- 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

- Identifying, analysing and communicating pertinent and complex issues often with conflicting priorities to ensure that the General Manager and Seniors Leaders are fully informed.
- Influencing and negotiating with the SLT and employees to engage with new initiatives and processes and adherence to policy and processes.
- Engaging internal stakeholders to provide input and advice on operational issues.

KEY RELATIONSHIPS

Who	Purpose
Internal	
General Manager, Nuclear Medicine	<ul style="list-style-type: none"> • provide a diverse range of high level operational support • Receive guidance and direction
Senior Leader Team Nuclear Medicine	<ul style="list-style-type: none"> • provide a diverse range of high level operational support • Receive guidance and direction
ANSTO Executive	<ul style="list-style-type: none"> • Provide an interface with the ANSTO Executive
Information Technology Staff	<ul style="list-style-type: none"> • Provide support to all staff as required
External	
DISER, IAEA, ACSC	<ul style="list-style-type: none"> • When required provide a first contact point for external agencies and facilitate further discussions

Vendors/Suppliers	<ul style="list-style-type: none"> When required provide a first contact point for vendors and suppliers further discussions
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POSITION DIMENSIONS

Staff Data	
Reporting Line	Reports to the General Manager Nuclear Medicine
Direct Reports	Nil
Indirect Reports	Nil

Special / Physical Requirements	
Location:	Lucas Heights / Clayton 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 required to work 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 Obtain and maintain appropriate federal government clearance

Workplace Health & Safety	
Specific role/s as specified in <u>AP-2362</u> 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

- Degree or diploma in relevant tertiary education or equivalent experience
- Significant experience working with executive and senior management
- Demonstrated operational experience in a manufacturing, supply chain and production environment
- Demonstrated high level interpersonal skills and ability to influence and communicate effectively with people at various levels within the organisation
- Proven project management experience
- Proven problem solving ability in dynamic and uncertain environments
- Commitment to safety, quality and principles of continuous improvement
- Effective time management strategies and ability to prioritise a pressured workload.
- Advanced skills in Microsoft Office and SAP
- Ability to work unsupervised, prioritise and meet deadlines as an individual or within a 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: Ian Martin	Name: Ian Martin
Title: General Manager, Nuclear Medicine	Title: General Manager, Nuclear Medicine
Signature:	Signature:
Date:	Date: