



POSITION DESCRIPTION

Position Title:	Operations Lead – NSW
Cluster / Business Unit / Division	Nuclear Science Technology
Section or Unit:	Strategic Research Services and Engagement
Classification:	Band 7
Job Family:	Operations
Position Description Number:	PD-2385
Work Contract Type:	Professional
STEMM/NON-STEMM:	NON-STEMM
STEMM CATEGORY:	N/A

POSITION PURPOSE

The primary objective of the Operations Lead is to direct the people and business process functions of the SRSE operational teams ensuring seamless workflow across NST business units and aligning their business activities to Nuclear Science and Technology (NST) and ANSTO's strategic objectives. This position will champion new business platforms and processes harnessing a small and critical support service.

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 Science & Technology (NST) incorporates ANSTO's research, innovation, landmark research infrastructure and associated platforms and capabilities. NST conducts research and development in relation to nuclear science and technology and connects people, transfers knowledge, and provides nuclear-based products and services for the benefit of Australia.

NST Strategic Research Services and Engagement (SRSE) provides high quality services to NST and ANSTO and delivers research and research infrastructure outcomes and translates outputs generated from research and development conducted in NST into products, services and new intellectual property.

ACCOUNTABILITIES & RESPONSIBILITIES

Key Accountabilities

Management of the SRSE operations including but not limited to human resources through selection, training, development, performance management and review, recognition and guidance of managers and staff. Ensure the sustainability of SRSE operations through succession and workforce planning, talent management and employee development activities.

- Identify and lead the provision, development and continuous improvement of processes, customer centric culture and enabling services via the NST Research Office.
- Overall management of the Research Services team human resources with a focus on developing and growing the cross skilling of the team to provide an agile, responsive, and high performing team.
- Lead and drive the NSW User Program and in collaboration with the User Manager Victoria facilitate best practice across the multi-site User Programs.
- Analyse and report on specific metrics from multiple information systems across SRSE.

- Harmonising multiple information systems into one multi-site system to accommodate all research services requirements.
- Business Lead for Implementation and responsible for maintaining the integrated portal and LIMS systems.
- Management and compliance reporting of research grants including capturing and reporting of research metrics.
- Responsible for system administration of the integrated research management systems.
- Contribute to operational and strategic planning activities and support other portfolio functions within NST and ANSTO.
- Undertake additional duties as required and during period of leave of other staff.

Decision Making

- The Operational Lead is a key role within SRSE. The position leads direct reports to collaborate across and with the NST group to provide an excellent stakeholder experience, guidance, advice, exchange information and support the User programs.
- Demonstrate sound business acumen to determine priorities related to the key accountabilities within the scope of the role.
- Support the Senior Manager, Research Office on strategy and execution of key objectives in the business plan and broader requirements of the Research Office.
- The position works within a framework of legislation policies professional standards and resource parameters. The operational Lead has some independence in how to achieve these objectives.
- The position is accountable for the content of advice provided and may be required to make effective judgement calls with limited information.
- The Operational Lead determines key priorities within the context of agreed work plans in consultation with the Senior Manager, Research Office on complex, sensitive and major issues that have impact on the team.
- 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

- Keeping abreast of recent developments in field, ensuring continual improvement and implementation of best practise to support the Research Office programs and services.
- Harmonising multiple information systems into one multi-site system to accommodate all research services requirements for the organisation.
- Cross skilling personnel providing an excellent stakeholder experience across a geographically dispersed group and safely manages staff absences with a growing business demand.
- Influence stakeholders to embrace the new information within the research management centralised systems.
- Be a visible change agent in taking an active role in embedding the new operating model during a period of significant cultural and organisational change.
- Developing an inclusive team that truly works for whole of ANSTO.
- Ensuring good customer service including efficient response times and delivering efficiencies whilst managing visitor and staff expectations on the level of service offered by the Research Office.
- Ensuring continual improvement and implementation of best practise with limited time to develop and document processes, including other conflicting priorities and deadlines.
- The customer facing nature of this position and the Research Office operating times can sometimes make it difficult to schedule activities (meetings, training etc.) requiring all team members attendance at the same time.

KEY RELATIONSHIPS

Who	Purpose
Internal	
Senior Manager, Research Office	<ul style="list-style-type: none"> • Provide information around resource conflicts • Liaise regarding resource allocation and workloads • Make recommendations around resolution of significant issues with user program or portal and knowledge centre management • Negotiate and report on budgets and resources consistent with operational plans and goals • Recommend and gain endorsement for plans and goals and other initiatives.
General Manager, SRSE	<ul style="list-style-type: none"> • Receive guidance and direction • Provide expert and authoritative and evidence-based advice. • Recommend and gain endorsement for plans and goals and other initiatives.
NST Leaders	<ul style="list-style-type: none"> • Engage and negotiate service level agreement requirements for business needs. • Provide expert advice and expertise on a full range of matters.
Direct Reports	<ul style="list-style-type: none"> • Provide leadership, guidance and support • Set performance requirements and manage performance and development • Engage to monitor trends, performance and progress against the operational plan and evaluate further support which may be required to ensure delivery against the plan • Manage personnel to meet the business needs including cross skilling staff and meet future growing demands.
ANSTO business units and divisions	<ul style="list-style-type: none"> • Engage and negotiate provision of support and services on behalf of SRSE • Group contact in relation to cross-cluster projects and programs affecting the User and Research Service Team
External	
National & international bodies	<ul style="list-style-type: none"> • Actively contribute and represent ANSTO and the Australian Government position
Government, Industry, Academia, Users and Agencies	<ul style="list-style-type: none"> • Develop and maintain collaborative user relationships • Provide expert, authoritative and evidence-based advice

POSITION DIMENSIONS

Staff Data

Reporting Line	Senior Manager, Research Office
Direct Reports	9-11 x Operations Specialists roles, Operations Officer and Operations Administrator
Indirect Reports	Manager, Research Projects Business Improvement Lead Manager User Office - Victoria

Financial Data (2023/2024)

Revenue / Grants	N/A
------------------	-----

Operating Budget	N/A
Staffing Budget	\$1,355,093
Capital Budget	N/A
Assets	N/A

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 Frequent travel to ANSTO sites within Australia
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

Workplace Health & Safety

Specific role/s as specified in <u>AP- 2362</u> of the ANSTO WHS Management System	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
--	--

ORGANISATIONAL CHART

Refer to published Organisation Chart.

KNOWLEDGE, SKILLS AND EXPERIENCE

1. Degree in business, management and/or science or equivalent experience.
2. Demonstrated experience in research information management/programs would be highly desired.
3. Proven success leading and managing enabling service programs within a research or science environment.
4. Demonstrated experience leading the development of and implementing operational plans, influencing and working across and within a multiple-disciplinary environment, developing and implementing objectives, plans, targets and activities to deliver outcomes.
5. Experience leading and managing teams to achieve excellence and successful organisational outcomes through efficient, safe and harmonised business practices and a strong service team culture.
6. Experience guiding, developing and mentoring staff to deliver optimal operational outcomes.
7. Excellent communication, interpersonal skills, negotiation and influencing skills.
8. Demonstrated experience in managing effective relationships with key stakeholders and clients.
9. Demonstrated strategic thinking and planning skills and experience and the capacity to develop solutions to complex, multi-faceted issues and challenges.

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:	Alison Simpson	Name:	Sandy Haig
Title:	Senior Manager, Research Office	Title:	General Manager, Strategic Research Services and Engagement (SRSE)
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