



POSITION DESCRIPTION

Position Title:	Operational Administrative Officer
Cluster / Business Unit / Division	Australian Synchrotron
Section or Unit:	NST
Classification:	Band 4
Job Family:	Administration
Position Description Number:	PD-1883
Work Contract Type:	Administration

POSITION PURPOSE

The Operational Administrative Officer provides operational support to ANSTO, Australian Synchrotron by undertaking administrative tasks and activities to support the effective operation of the facility. Working within ANSTO's Nuclear Science and Technology (NST) division, this position collaborates closely with the Science group, consisting of approximately 60 staff and contractors. The role plays a critical part in supporting the science group to generate an annual revenue through the implementation of various initiatives and projects.

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.

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.

The Australian Synchrotron is one of Australia's premier research facilities. It provides access to thousands of researchers annually across hundreds of organisations including the Australian and regional university sector, medical research institutes, government agencies and industry. In providing world-class characterisation techniques for structure, function and clinical investigations, the facility delivers real-world outcomes that provides national benefit across industry, health, food, environment, biotechnology, nanotechnology, energy, advanced materials and heritage/archaeology research sectors. The modern 3rd generation light source is significant in the region with its foundation suite of ten beam lines now expanding to eighteen and plays a significant role in training and career development for professionals including scientists, engineers, controls systems and computing professionals.

ACCOUNTABILITIES & RESPONSIBILITIES

Key Accountabilities

- Provide administrative support including preparing and monitoring quotations, invoicing for commercial work, and raising and managing internal orders and purchase orders according to ANSTO policies. This encompasses support for both internal and external stakeholders.
- Provide support related to compliance and fostering cross-functional support by working closely with the NST Industry and Stakeholder Engagement (NISE) team on the development, rollout, and testing of ANSTO Client Relationship Manager (CRM) system.

- Collaborate with relevant teams to develop reports and serve as the first point of contact for CRM-related inquiries, actively promoting CRM adoption and effectiveness.
- Coordinate and collect metrics and publication data, assist with organisational Excellence administration, manage and maintain databases including the CRM.
- Maintain currency of intranet and internet pages and controlled documents using data provided.
- Arrange staff travel for NST Synchrotron and provide backup support for NST in Lucas Heights ensuring operational continuity.
- Ensure smooth and effective operation of physical and office infrastructure for the allocated areas of work. Including large poster printing, stationery ordering and other administrative and SAP activities.
- Manage reception to provide a positive visitor experience, this includes, coordinate tour bookings, manage site books and ensure display of appropriate visual information. In additional support the PrimeSci Education Programmes.
- Coordinate internal and external meetings or other events, including booking rooms, resources, travel, transport, equipment and catering arrangements.
- Assist the NISE team when required and coordinate with Facilities and IT for event set up at the Synchrotron. Additionally, organise events outside the remit of NISE.
- Coordinate centralised communications for assigned departments as required by the Senior Principal Scientist, Science Operations Manager and as others as applicable.
- Provide administrative assistance to the Senior Principal Scientist and Science Operations Manager and their teams including coordinate team meetings, draft agendas, taking minutes and tracking actions on behalf of the chair.
- Facilitate access to Monash Library for personnel through registration via engagement with Monash University.
- Manage data for representation in identified publications and media mentions.
- Order and manage ANSTO merchandise and sales, site mail, and stationery including business cards, for both buildings onsite, including ordering and distribution.
- Responsible for monthly updates of NST Synchrotron organisation chart.
- Undertake additional duties as required including providing assistance to the Executive Assistant, Australian Synchrotron during peak periods as required.

Decision Making

- The ANSTO values, organisational corporate plan, business plan, operational excellence program, the NST strategy and Innovation & Integration objectives provide the context for the position.
- Determine key work tasks within the context of agreed work plans and assigned activities and will consult with Line Manager or Platform/Research Theme Leader on issues that may have impact on the Operational Support Unit or the Platform/Research Theme.
- 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

- Ensuring the successful implementation of Innovation & Integration objectives and completion of duties whilst managing conflicting priorities and deadlines for multiple Leaders.
- Working smoothly and effectively with the Operational Support team using common systems.
- Ensuring continuous improvement and implementation of best practise.
- Improving customer service, response times and delivery efficiencies.

KEY RELATIONSHIPS

Who	Purpose
Internal	
Line Manager	<ul style="list-style-type: none"> • Receive direction, instruction, guidance and priorities. • Convey factual information and status of assigned work tasks/activities. • Negotiate and report on operational status and issues. • Escalate matters of priority, task completion and operational issues
Australian Synchrotron Senior Managers and Group Leaders	<ul style="list-style-type: none"> • Receive instructions, tasks, activities. • Negotiate on timelines and priorities. • Deliver customer focussed administrative support
Work area team members	<ul style="list-style-type: none"> • Contribute to group decision making processes, planning and goals. • Collaborate and share accountability. • Negotiate and resolve conflicts
NST & ANSTO process owners	<ul style="list-style-type: none"> • Develop effective working relationships. • Liaise and consult in relation to impact of relevant ANSTO systems and process on NSTLI and vice versa.
External	
Collaborators, users, visitors, students, regulators, suppliers	<ul style="list-style-type: none"> • Develop effective working relationships. • Provide assistance as required

POSITION DIMENSIONS

Staff Data	
Reporting Line	Reports to the Senior Principal Scientist
Direct Reports	Nil
Indirect Reports	Nil

Special / Physical Requirements	
Location:	Australian Synchrotron, 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 infrequently required to enter radiation areas under tightly regulated conditions
Hours:	Willingness to work 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 All Workers	
WHS Management System	Other specialised roles identified within the guideline a position holder may be allocated to in the course of their duties

ORGANISATIONAL CHART

As per published organisational chart

KNOWLEDGE, SKILLS AND EXPERIENCE

1. Relevant certificate in office administration, secretarial or equivalent experience.
2. Demonstrated experience providing secretarial or administrative support within a complex operating environment.
3. Demonstrated proficiency in Microsoft applications including Word, Excel, Access, PowerPoint, Outlook to manage workflow processes and on-line transactions.
4. Experience in procurement and basic accounting methods using SAP or similar operational system.
5. Demonstrated ability to work effectively in a team, positively contributing to the team environment.
6. Demonstrated ability to clearly convey information and ideas and establish effective interpersonal relationships with a wide variety of people.
7. Strong organisational skills, able to prioritise demands, escalate issues when required. Demonstrated ability to manage competing demands, establish priorities, organise tasks and meet deadlines.
8. Demonstrated ability to handle sensitive and confidential information and just appropriate judgement and discretion.
9. Strong commitment to customer service.
10. Ability to quickly adapt to technological, structural and procedures changes and maintain professionalism and flexibility.

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:	Danielle Martin	Name:	Michael James
Title:	Acting Senior Principal Scientist	Title:	Director
Signature:		Signature:	
Date:		Date:	