



## POSITION DESCRIPTION

<b>Position Title:</b>	Operations Administrator Nuclear Science and Technology (NST) / Strategic Research Services and Engagement (SRSE)
<b>Cluster / Business Unit / Division</b>	Services and Engagement (SRSE)
<b>Section or Unit:</b>	Research Office
<b>Classification:</b>	Band 4
<b>Job Family:</b>	Administration
<b>Position Description Number:</b>	PD-2425
<b>Work Contract Type:</b>	Administration
<b>STEMM/NON-STEMM:</b>	NON-STEMM

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### POSITION PURPOSE

The objective of the Operations Administrator is to act as a key connection into ANSTO for internal stakeholders is to actively support internal NST personnel and external stakeholders that engage with ANSTO's Nuclear Science and Technology Division ensuring seamless workflow across the Operations team, focusing on business improvement and exemplary customer service across NST's Strategic Research Services and Engagement portfolio.

### 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

- Provide high quality stakeholder experience by dealing promptly with enquiries and handling issues of concern with creative problem solving. Liaise as necessary with ANSTO personnel and external stakeholders, act as point of contact for external NST visitors/users (as appropriate)
- Develop and build a strong understanding of relevant ANSTO systems and portals to support NST requirements such as but not exclusive to SAP, IBP, ANSTO intranet and internet, ANSTO Research portals, (ARP, ACNS), Concur, Microsoft suite, LMS and new systems that are introduced.
- Assist with the recording of training in LMS for Users.
- Provide administrative support, including but not limited to, capturing and collating documentation and outcomes, proposal funding, disseminating information to stakeholders, facilitating user/visitor travel, meetings, and communications.

- Be creative and solution focussed when identifying areas for efficiencies and enhancements through adoption of process improvement measures in all activities with the ability to translate the changes to coach and train other NST stakeholders.
- Support NST workshops as required – onboarding of participants, inductions, issuing EPDs, and supporting workshop related functions.
- Participate in provision of training to cross-skill members of the team on a local level, NST and work across other business units to effect and influence strong and robust business practices.
- Provide financial assistance to NST by preparing quotations and invoicing as requested, assisting with raising internal orders and purchases in accordance with ANSTO policies and procedures and processing ad-hoc payments.
- Ensure effective operations, enterprise systems, stocktake, scheduling of maintenance of office infrastructure for NST offices.
- Well-developed written and oral communication skills with a collaborative mindset, able to take on new information and perspectives and incorporate these into workable solutions and standard operating procedures that have garnered support and buy-in by stakeholders.
- Lead the creation and maintenance of Standard Operating Procedures across SRSE that benefits all ANSTO stakeholders as many of these transcend NST operations and impact the broader organisation such as but not limited to inductions.
- Undertake additional duties as required and during period of leave of other staff.

### **Decision Making**

- Determine key work priorities within the context of agreed work plans and will consult with the Operations Lead on complex, sensitive and major issues that have a significant impact on the Strategic Research Services and Engagement Team and NST.
- 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**

- Influencing, creating and executing the successful implementation of process improvement across core functions (user, operations, and research) that support NST activities.
- Develop an understanding of the support functions user, operations, and research activities and grow cross-skilling mindset and performance.
- Ensuring good customer service including efficient response times in peak workloads with resource constraints.
- Become a skills ambassador, knowledge share areas of strong development to grow internal skills within the team and across NST stakeholders.
- Embrace change and be a creative problem solving, whilst in a period of increasing demands and resource constraints.
- Move away from ad-hoc service provision to a consistent and sustainable service model to all NST business units and external stakeholders across both campuses.
- Being part of a change program requires influencing, flexibility, consultation and a solutions focussed mindset with many stakeholders adverse to change.

### **KEY RELATIONSHIPS**

Who	Purpose
<b>Internal</b>	
Operations Lead	<ul style="list-style-type: none"> <li>• Receive guidance and direction.</li> <li>• Convey factual information, and status of assigned work tasks/activities.</li> <li>• Escalate matters of priority, task completion and operational issues.</li> </ul>
SRSE Team	<ul style="list-style-type: none"> <li>• Knowledge share with team members areas of proficiency to grow, develop and elevate the teams cross-skilling.</li> <li>• Actively contribute to and develop Standard Operating Procedures SOPs</li> <li>• Contribute and identify areas of improvement and cohesion of workflow between campuses.</li> <li>• Collaborate and share accountability.</li> <li>• Negotiate and resolve conflicts.</li> </ul>
NST Leaders	<ul style="list-style-type: none"> <li>• Negotiate timelines and priorities set realistic expectations.</li> <li>• Deliver a high standard of customer service.</li> </ul>
IT	<ul style="list-style-type: none"> <li>• Liaise to facilitate access programs and NST operational support.</li> </ul>
Business Operations and Systems – HR Shared Services	<ul style="list-style-type: none"> <li>• Communicate as required for HR Onboard related access for stakeholders/user.</li> <li>• Meet as required to facilitate improvement actions for onboarding process for user.</li> </ul>
NSSS – Security	<ul style="list-style-type: none"> <li>• Communicate as required for security access for new and returning user.</li> <li>• Meet regularly for facilitation of improvement actions around security access for stakeholders/user.</li> </ul>
<b>External</b>	
Collaborators, Users, Visitors, Students, Regulators, Suppliers, etc.	<ul style="list-style-type: none"> <li>• Develop effective working relationships.</li> <li>• Provide assistance as required.</li> </ul>
Committees	<ul style="list-style-type: none"> <li>• Support committee meetings as appropriate</li> </ul>

## POSITION DIMENSIONS

Staff Data	
Reporting Line	Reports to the Operations Lead
Direct Reports	Nil
Indirect Reports	Nil

Financial Data (2023/2024)	
Revenue / Grants	N/A
Operating Budget	N/A
Staffing Budget	N/A
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.
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 AP- All Workers

2362 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

### ORGANISATIONAL CHART

Refer to published Organisational Chart

### KNOWLEDGE, SKILLS, AND EXPERIENCE

1. Diploma in Business and relevant experience.
2. Extensive office administration experience using programs such as SAP, Intranet, Microsoft suite operating in a complex organisation.
3. Experience in basic accounting and procurement.
4. Highly developed oral and written communications skills working across all levels with internal and external stakeholders.
5. Demonstrated ability to perform at high levels in periods of great demand, manage workload through establishing priorities, organising tasks to meet deadlines.
6. Ability to maintain a customer centric focus with great problem-solving skills and flexibility.
7. Ability to adapt to technological, structural and procedure changes professionally.

### 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:	Snr Manager Research Office	Title:	GM Strategic Research Services and Engagement
Signature:		Signature:	
Date:		Date:	

## Appendix 1

<b>ANSTO Job Families</b>
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