



POSITION DESCRIPTION

Position Title:	Operations Officer Nuclear Science and Technology (NST) / Strategic Research Services and Engagement (SRSE)
Cluster / Business Unit / Division	Services and Engagement (SRSE)
Section or Unit:	Research Office
Classification:	Band 5
Job Family:	Operations
Position Description Number:	PD-2424
Work Contract Type:	Administration
STEMM/NON-STEMM:	NON-STEMM

POSITION PURPOSE

The objective of the Operations Officer is to act as a key connection into ANSTO for external stakeholders from the User and Research Communities. This role pro-actively supports all stakeholder groups and leads the adoption and execution of seamless workflow across the Research, User and Operation functions and aligns the business activities to Nuclear Science and Technology (NST) and ANSTO's strategic objectives.

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 resolving complex matters that can be sensitive and confidential in their nature.
- Develop and train the team and NST stakeholders to be highly proficient in relevant ANSTO systems and portals to support NST requirements including but not exclusive to HR onboard, Plexus, ANSTO Research portals, (ARP, ACNS), ANSTO intranet and internet Concur, and new systems that are introduced.
- Manage user access arrangements including administrative and systems support for scheduling access to facilities. Ensuring security clearance and safety inductions for ANSTO facilities are accurate and current working across other ANSTO business units ensuring alignment.

- Manage and facilitate User access to ANSTO-NSW by initiating appropriate on-boarding processes for new and return users. Interface with Shared Services (HR related) and Security (NSSS) as required ensuring user access is in place for the scheduled proposal visit.
- Collaborate with the Operations Specialist – HR to ensure alignment of onboarding and cross check users access route, review and refresh business process and communicate changes with high calibre oral and written skills.
- Identify, consult, and execute business improvement activities across the SRSE portfolio. Readily adapt to change programs and champion new systems, workflows, and process. The role is required to develop change initiatives including communication and training regarding to both internal and external stakeholders that are impacted.
- Take the lead in administering relevant processes for management of merit and other proposals requesting access to ANSTO's facilities and capabilities. This includes facilitating proposal review processes (scientific, technical, safety, regulatory, capacity, etc); transfer outcomes to portal(s), communicate outcomes to users in the agreed timeframes, close-out and upload reports as required.
- Identify and help resolve and manage scheduling conflicts by interfacing with instrument scientists, inputting and maintaining schedules and liaising with NST Facilities and Senior Management.
- Generate, analyse, and provide reports from the Portal(s) to Leaders on the supply and demand for capabilities and facilities; and reports as required for KPI and metrics reporting.
- Obtain cross skilling from the Operational Specialist – Analyst on reporting out of the CRISP suite of products and the ANSTO Research Portals.
- Consult, collaborate, influence, create and manage the Standard Operating Procedures for the SRSE portfolio working across ANSTO business units.
- Drive knowledge sharing and training to cross-skill members of the team, NST stakeholders and broader ANSTO business units through the development of robust and documented procedures and training modules for new and existing operations. Undertake additional duties as required and during period of leave of other staff.

Decision Making

- The position works within a framework of legislation, policies, professional standards, and resource parameters. Within this framework the position has some independence in determining how to achieve objectives of the unit, including deciding on methods and approaches, operations, project planning and allocation of resources.
- The ANSTO values, organisational corporate plan, business plan, operational excellence program, the NST strategy and SRSE business plan provide the context for the position.
- The position is fully accountable for the accuracy, integrity, and quality of the content of advice provided to the Operations Lead 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.
- Determine key work priorities within the context of agreed work plans and will consult with the Operations Lead or Senior Manager Research Office on complex, sensitive and major issues that have a significant impact on 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

- 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.
- Ensuring good customer service including efficient response times in peak workloads with resource constraints.

- Ensuring continual improvement and implementation of best practise with limited time to develop and document processes, including other conflicting priorities and deadlines. Influence and coach others to adapt to the change.
- The customer facing nature of this position and operating times can sometimes make it difficult to schedule activities (meetings, training etc.) requiring all team members attendance at the same time.
- Ensuring personal information is treated as sensitive and using discretion in decision making around provision to other parties and ensure compliance with ANSTO's privacy policy.
- Ensuring compliance with safety requirements are adhered to, and procedures are completed by stakeholders within the allocated time frames.
- Adapting to changes and upgrades to software and systems while ensuring the least possible impact on day-to-day system access and activity.

KEY RELATIONSHIPS

Who	Purpose
Internal	
Operations Lead	<ul style="list-style-type: none"> • Receive guidance and direction. • Provide expert evidence-based advice. • Recommend and gain endorsement for plans and goals and other initiatives.
SRSE Team	<ul style="list-style-type: none"> • Knowledge share with team members areas of proficiency to grow, develop and elevate the teams cross-skilling. • Create and lead the development and execution of Standard Operating Procedures SOPs. • Contribute and identify areas of improvement and cohesion of workflow between campuses. • Collaborate and share accountability. • Negotiate and resolve conflicts. • Provide guidance and support.
NST Leaders	<ul style="list-style-type: none"> • Negotiate timelines and priorities set realistic expectations. • Deliver a high standard of customer service. • Provide expert evidence-based advice.
IT	<ul style="list-style-type: none"> • Liaise to facilitate access programs and NST operational support.
Business Operations and Systems – HR Shared Services	<ul style="list-style-type: none"> • Communicate as required for HR Onboard related access for stakeholders/user. • Meet as required to facilitate improvement actions for onboarding process for user.
NSSS – Security	<ul style="list-style-type: none"> • Communicate as required for security access for new and returning user. • Meet with regularly for facilitation of improvement actions around security access for stakeholders/user.
External	
Collaborators, Users, Visitors, Students, Regulators, Suppliers, etc.	<ul style="list-style-type: none"> • Develop effective working relationships. • Provide assistance as required.
Committees	<ul style="list-style-type: none"> • Support committee meetings as appropriate

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) Public speaking
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 AP- 2362 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

Refer to published Organisational Chart.

KNOWLEDGE, SKILLS, AND EXPERIENCE

1. Advanced Diploma in Business or Project Management or extensive experience using programs such as SAP, Intranet, Microsoft suite operating in a complex organisation.
2. Requires to be a strong influencer with diplomatic skills that can affect change and develop rapport with both internal and external stakeholders at all levels.
3. Demonstrated ability to effectively communicate (both oral and written) and influence internal and external stakeholders at all levels.
4. Demonstrated ability to perform at high levels in periods of great demand, manage workload through establishing priorities and organising tasks to meet deadlines.
5. Experience in complex problem-solving that requires creativity, diplomacy, and flexibility.

6. Demonstrated ability to readily adapt to technological, structural and procedure changes professionally with strong training mindset able to develop others.
7. Highly motivated individual that craves autonomy and the insight to unpack complex matters by streamlining through good governance and business acumen.

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:	Gen Manager Strategic Research Services and Engagement
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