



POSITION DESCRIPTION

Position Title:	Triage and Contracts Administrative Officer
Cluster / Business Unit / Division	Infrastructure & Engineering Services
Section or Unit:	Maintenance
Classification:	Band 4
Job Family:	Administration
Position Description Number:	PD-2510
Work Contract Type:	Professional
STEMM/NON-STEMM:	Non-STEMM

POSITION PURPOSE

The Triage & Contracts Administrative Officer provides administrative support on managing suppliers and assist in ANSTO's attainment of successful contractual outcomes. The role also ensures that work orders are prioritised and addressed in a timely manner, minimizing disruptions to operations and maximizing the efficiency of maintenance services in ANSTO.

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.

The Infrastructure and Engineering Services group is responsible for supporting customers realise their business outcomes in delivering engineering projects in accordance with engineering business management systems ensuring delivery to required scope, quality, regulatory compliance, time, and cost. It provides engineering design expertise and delivery of projects and programs with independent oversight from a centralised Engineering Delivery PMO division.

ACCOUNTABILITIES & RESPONSIBILITIES

- Assessing the urgency, severity, and impact of each work order (WO) to prioritize them effectively. This includes differentiating between routine maintenance tasks, urgent repairs, and critical emergencies. Coordinating with planners to ensure timely deployment of WOs.
- Facilitating clear and effective communication between clients, contractor supervisors and other relevant parties throughout the work order cycle. Providing updates on work order status and any changes in priorities or timelines to clients and all relevant stakeholders. Track and ensure that the quality of service is delivered and customer expectations are met.
- Ensuring that all work orders are handled in compliance with regulations and ANSTO standards including maintenance business process G-7902 and Contracts planning manual G-3122.
- Providing exceptional customer service by responding promptly to inquiries, addressing concerns, and proactively seeking feedback from clients and stakeholders.
- Assist in preparing and issuing tender documents (RFPs/RFQs) by coordinating with stakeholders, drafting documents, ensuring regulatory compliance, and developing evaluation and procurement strategies, including pricing analysis, technical assessment, and vendor due diligence.

- Assisting in the administration and oversight of contracts throughout their lifecycle. This involves monitoring contractor performance against key performance indicators (KPIs), tracking deliverables and milestones, and addressing any issues or disputes that may arise.
- Ensuring that all documentation is accurately maintained and compliant with relevant regulations, policies, and procedures. This includes maintaining contract files, recording contract amendments or extensions, and verifying contractor compliance with contractual obligations
- Assisting in the identification, assessment, and mitigation of risks associated with contract activities. This includes monitoring contract performance indicators, identifying potential risks or issues and collaborating with key stakeholders to develop risk mitigation strategies. Participate in Audits and complete audit preparations.
- Undertake administrative functions to ensure staff and contractors are adhering to processes such as security, WHS, compliance, training requirements and record keeping
- Undertake additional duties as required and during periods of leave of other staff.

Decision Making

- The position is responsible for making day-to-day decisions on the planning of maintenance of the site
- The position requires decisions to be made surrounding the suitability of adequate safety controls required to remove or mitigate risks around site.
- The position at times may be required to make effective judgements under pressure or in the absence of complete information or expert advice to ensure the safety of staff members, the public and to ensure the protection of facility infrastructure.
- This position is responsible for the execution of tasks based on priority and criticality, the role will ensure that strategic direction is effectively translated to tactical operations across multiple areas of the business.
- 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

- Liaising with contractor supervisors, planners and internal stakeholders to ensure that open communication is kept and that contractors and staff remain aware of their obligations
- Developing processes, standards, spreadsheets, tables etc. to assist with reporting.
- Tracking several contracts and significant amount of WOs running concurrently within ANSTO at any one time.

KEY RELATIONSHIPS

Who	Purpose
Internal	
Manager	<ul style="list-style-type: none"> • Receive guidance and direction on maintenance tasks. • Advise on maintenance methodology and conduct. • Receive guidance on contract administration and performance
Project Planners	<ul style="list-style-type: none"> • Work in conjunction to coordinate the facility on a day-to-day basis. • Manage the split between operational and maintenance resourcing and tasks. • Seek advice on maintenance requirements

	<ul style="list-style-type: none"> • Seek input to inform the operational schedule for planned and unplanned maintenance and training requirements for maintenance tasks.
ARPANSA/TGA/GMP	<ul style="list-style-type: none"> • Participate in Audits and complete audit preparation.
Suppliers	<ul style="list-style-type: none"> • Develop and manage supply agreements for equipment and spare parts. • Scope contracts and assist in the development of contractual documentation.

POSITION DIMENSIONS

Staff Data	
Reporting Line	Reports to the Manager Maintenance Contracts & Centralised Planning
Direct Reports	Nil
Indirect Reports	Nil

Financial Data (2024/2025)

Financial Data	
Revenue / Grants	Nil
Operating Budget	

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) Wearing personal protective equipment for the handling of hazardous and/or radioactive materials Working in confined space environment including wearing respiratory equipment
Radiation areas:	Perform duties in an area where radioactive materials are handled under tightly controlled safety conditions Perform duties with and in an area where hazardous chemicals or materials are handled under tightly controlled safety conditions
Hours:	Willingness to work extended and varied hours based on operational requirements After hours work may be required for short and infrequent periods
Clearance requirements:	Satisfy ANSTO Security and Medical clearance requirements

Workplace Health & Safety	
Specific role/s as specified in AG-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

KNOWLEDGE, SKILLS AND EXPERIENCE

1. Diploma in project management/Business Administration or equivalent experience in facilities administration / WO management
2. Experience providing administration support in facilities management and willingness to learn about the contracting and construction industry;
3. Relevant experience to enable accurate interpretation and recording of Facilities management and contract related discussions and RFI process management;
4. Experience with finance, project and contract management systems (especially SAP)
5. Sufficient experience to facilitate, co-ordinate and record team meetings and communications;
6. Extensive using software tools (e.g. Microsoft Office and SAP)
7. Effective communication skills;
8. Demonstrated ability to collaborate with team members and engage with stakeholders
9. Willingness to work as part of a multidisciplinary team on a high profile program of work.

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:	Saad Zia	Name:	Jacob Payne
Title:	Manager Maintenance Contracts & Centralised Planning	Title:	Head of Asset Maintenance & Workshop
Signature:		Signature:	
Date:		Date:	