



## POSITION DESCRIPTION

<b>Position Title:</b>	Training and Marketing Coordinator
<b>Cluster / Business Unit / Division</b>	Commercial Products & Services
<b>Section or Unit:</b>	Radiation & Nuclear Waste Services
<b>Classification:</b>	Band 4
<b>Job Family:</b>	Administration
<b>Position Description Number:</b>	PD-1638
<b>Work Contract Type:</b>	Administration
<b>STEMM/NON-STEMM:</b>	Non-STEMM
<b>STEMM CATEGORY:</b>	

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### POSITION PURPOSE

The primary objective of the Training and Marketing Coordinator is to manage and coordinate the logistics of commercial training courses including stakeholder relationships and execute all marketing and promotional activities in line with approved plans.

### 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 Radiation and Nuclear Waste Services business unit is a key part of ANSTO's Commercial Products and Services (CPS) group which includes other businesses delivering commercial revenue back into ANSTO. The Radiation and Nuclear Waste Services business provides a wide range of radiation safety related consulting and delivery of services for ANSTO and external organisations. This includes specialised advice and services related to radiation protection consultancy, instrument calibration and radiation safety training services. In addition, the business provides nuclear waste management solutions to external clients, generating commercial revenue for ANSTO.

### ACCOUNTABILITIES & RESPONSIBILITIES

#### Key Accountabilities

- Manage and coordinate logistics of radiation safety training courses. Ensure courses are managed to meet client demands and needs through scheduling training courses, coordinating training lecturers, logistics and timetables, coordinating attendance of clients, preparing results and certificates, collecting and actioning feedback.
- Responding to enquiries and acting on feedback. Coordinate the use of ANSTO's site radiation facilities to ensure the full client experience.
- Establish, engage and manage stakeholder relationships outside of ANSTO through effective communication, negotiation, troubleshooting, advice to ensure training deliverables are met and client expectations are fulfilled.
- Manage, coordinate and provide advice on marketing activities, strategies and deliverables in line with approved marketing plans to promote Radiation & Nuclear Waste Services.
- Coordinate and enhance ANSTO's presence at exhibitions, trade shows and conferences.

- Coordinate, develop and deliver promotional activities, marketing material and other marketing deliverables and strategies for the group, in consultation with ANSTO communications and marketing coordinators and the Manager Radiation & Nuclear Waste Services.
- Act as first point of contact for Radiation & Nuclear Waste Services enquiries in order to maintain a high level of customer service, secure business and meet client needs. Follow up with potential clients to generate business and build the customer database.
- Provide general administrative support to Radiation & Nuclear Waste Services
- Manage training data for internal participants including data entry in the ANSTO Learning Management System (LMS).
- Maintaining knowledge of current capability and learning innovations in learning technology including use of the ANSTO Learning Management System (LMS).
- Develop and maintain procedures and work instructions for Radiation Safety Training group in consultation with the Radiation Safety Training Educators
- Manage & develop online content for Radiation & Nuclear Waste Services including pricing options, course content, and the enrolment process as well as contact details.
- Manage and maintain bookings utilising the online booking system and payment portal
- Work collaboratively as part of a team, assist team members during periods of heavy work-loads, respond to external enquiries and requests and contribute to achieving the team's business outcomes
- In consultation with SME's, undertake continuous improvement reviews of all training material content and delivery methods to ensure information is current, relevant with associated legislation, regulation and aligned to industry best practice.
- 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 service deliverables to match the needs of ANSTO and Commercial customers, including deciding on methods and approaches.
- Determine key work priorities within the context of agreed work plans and will consult with the Manager on complex, sensitive and major issues that have a significant impact on the achievement of the group objectives or the organisation.
- The ANSTO values, organisational corporate plan, business plan, operational excellence program, the Learning and Development strategy and objectives provide the context for the position.
- 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**

- Maintaining an up-to-date Business Management System including developing and reviewing procedures.
- Ensuring ANSTO remains the leading provider of Radiation Safety training by continually meeting client demands.
- Promoting Radiation & Nuclear Waste Services to the target audience effectively. Marketing campaigns and promotional activities must be within the planned budget and successfully reach the target audience.
- Ensuring large groups of clients are managed to ANSTO's safety and security regulatory requirements at all times on site.

- Ability to adapt quickly and multitask across a diverse range of communications functions covering both internal and external communication
- Maintaining ongoing communication and consultation with clients, provide reports on activities and progress, follow through on requests within agreed timeframes and establish strong working relationships.
- Personal responsibility for own learning and development, keeping abreast of development and undertaking appropriate training and personal development programs to enhance knowledge and skills

## KEY RELATIONSHIPS

Who	Purpose
<b>Internal</b>	
Manager/Executive	<ul style="list-style-type: none"> <li>• Receive guidance and direction</li> <li>• Provide expert, authoritative and evidence based advice</li> <li>• Staff engagement and quality recruitment</li> <li>• Recommend and gain endorsement for plans and goals and other initiatives</li> </ul>
Work area team members	<ul style="list-style-type: none"> <li>• Provide expert advice and training on a full range of matters</li> <li>• Contribute to group decision making processes, planning and goals</li> <li>• Collaborate and share accountability</li> <li>• Negotiate and resolve conflicts</li> </ul>
Other departments	<ul style="list-style-type: none"> <li>• Provide support to during periods of leave of other staff, if directed to</li> <li>• Provision of support to organisational initiatives</li> </ul>
<b>External</b>	
Clients	<ul style="list-style-type: none"> <li>• Provision of high-quality customer services and deliverables</li> <li>• Engagement of stakeholders</li> </ul>
External stakeholders - groups, committees, industry or business	<ul style="list-style-type: none"> <li>• Promotion of Radiation &amp; Nuclear Waste Services</li> </ul>

## POSITION DIMENSIONS

The position reports to the Manager, Radiation & Nuclear Waste Services.

The position works in collaboration with the Radiation Safety Training Educators.

<b>Staff Data</b>	
Reporting Line	Reports to the Manager, Radiation & Nuclear Waste Services
Direct Reports	Nil
Indirect Reports	Nil

  

<b>Financial Data (2023/2024)</b>	
Revenue / Grants	Nil
Operating Budget	In line with approved Marketing budget
Staffing Budget	Nil
Capital Budget	Nil
Assets	Nil

  

<b>Special / Physical Requirements</b>	
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 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

  

<b>Workplace Health &amp; Safety</b>	
Specific role/s as specified in <u>AP-2362</u> 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

Provided separately.

## KNOWLEDGE, SKILLS AND EXPERIENCE

1. Degree or Tertiary qualification in Business Administration, Marketing, Communications and/or relevant equivalent experience
2. Certificate IV in Training and Assessment (desirable)
3. Excellent organisational skills with the ability to manage multiple projects, problem solve, prioritise work and meet tight deadlines.
4. Strong interpersonal skills and excellent communication skills with the ability to engage with internal and external stakeholders at all levels.
5. Demonstrated ability to manage time, set priorities and plan workload to meet objectives; and ability to work with minimal supervision.
6. Strong customer service focus and networking skills with the ability to establish credibility and support stakeholders including adapting communication styles to engage with key customers and internal and external stakeholders at all levels.
7. Project Management experience including experience in assisting with event management and assisting with execution of marketing activities.
8. Ability to effectively present information and respond to questions from customers, and the public.
9. Experience in publication production and liaising with third party writers, designers, and printers.
10. Basic experience updating intranet and/or internet content management systems.

## 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:	Jordan Saratsopoulos	Name:	Jayne Senior
Title:	Manager, Radiation & Nuclear Waste Services	Title:	Director, ANSTO Businesses
Signature:		Signature:	
Date:		Date:	