

POSITION DESCRIPTION

Position Title:	Team Leader Distribution
Cluster / Business Unit / Division	Business Operations & Systems
Section or Unit:	ANSTO Enterprise Services
Classification:	Band 5
Job Family:	Operations
Position Description Number:	PD-1272
STEMM/NON-STEMM	NON-STEMM
Work Contract Type:	Professional

POSITION PURPOSE

The primary purpose of the Team Leader Distribution is to plan, organise, direct, control and coordinate the supply, storage and distribution of goods produced by ANSTO. Ensure that the despatch and distribution of products to external customers on behalf of AES clients is done in accordance to SLA's. This is done by planning departments resources to best meet client's needs over the short to long term. The Team Leader Distribution is to ensure that all work is performed safely and in accordance with work instructions, and the requirements of OH&S, GMP, ARPANSA, ISO, IATA and ASNO.

ORGANISATIONAL ENVIRONMENT

ANSTO is the national organisation for nuclear science and technology. We focus on undertaking leading edge research, delivering innovative scientific services and providing specialised advice to government, industry, academia and other research organisations.

This role sits within Business Operations & Systems which has a number of distinct activities:

- Finance, accounting administration and controllership, treasury, supply chain and procurement support
- Quality organisational improvement leadership, advice and support
- Commercial financial systems and process support and analysis
- Government accounting and budgeting / reporting
- Client based enterprise systems leadership and support
- Consulting operational support
- Governance in the areas of compliance, risk and audit
- Day to day IT service delivery and support and execution of large capital projects in accordance with understood practices and architectures

ANSTO Enterprise Services (AES) comprises five key groups:

- HR Shared Services and Payroll which provides services that manage the lifecycle of people at ANSTO including recruitment, on-boarding\candidate screening, security, HR, medical, benefits and compensation, payroll, cross-boarding and off-boarding.
- Financial Support Services which provides transactional business financial services to support operations of ANSTO, including accounts payable, accounts receivable, asset management, Financial & Management accounting and expense management and tax services.
- Sourcing and Procurement Services to support the various areas of ANSTO including end to end strategic sourcing, tender management, vendor/supply management and procurement.
- Logistics and Warehouse Services to support the various areas of ANSTO including end to end delivery and operation storage of assets and products, movement of assets and products, stores, warehouse management, stock takes, spare parts management, dispatch and delivery.

ACCOUNTABILITIES & RESPONSIBILITIES

Key Accountabilities

- Manage despatch and distribution for ANM, Health and Silicon for the CAVA group ensuring effective management of staff, resources and compliance with agreed Service Level agreements while operating in a framework of GMP, ARPANSA, IATA and ANSTO Standards.
- Plan workload and shift rosters to meet deadlines and to balance workloads between the different CAVC business units taking into account employees' work life balances. Select staff, set work objectives, manage and access performance and provide coaching and training.
- Accountable for ensuring all team members maintains currency in training to understand the regulatory requirements of their roles. Compliance is required with but not limited to WH&S regulations, GMP, ARPANSA, ISO, DG storage rules and all relevant ANSTO procedures and policies.
- Contribute towards the organisational direction, priorities and business plans to support key performance indicators as by the GM AES for the Logistics and Warehouse Team and act as a project resource as required. Communicate management direction clearly across the team to provide clarity in support of Distribution and Despatch initiatives.
- Ensure products are packed, dispatched and delivered safely and securely within agreed time frames and meet all regulatory compliances. Shipments are to be scheduled to ensure on time safe transport to nuclear practises both nationally and internationally.
- Select staff, set work objectives, manages and assess performance and behaviour, provide coaching and training, review KPI's and complete appraisals.
- Develop and foster a culture a culture of continuous improvement encompassing both process improvements and staff development designed to deliver a best practice operation focused around customer service..
- Ensuring key customer satisfaction KPI's are maintained by monitoring and improving just in time processes. Suggest and access any potential new service providers. Analyse statistics and compile accurate reports, eg DIFOT to enable the identification and implementation of areas for improvement.
- Plan mitigation strategies to overcome technical and logistical difficulties. Act as the key contact when issues arise for internal and external stakeholders. Coordinate with external third party logistics providers to mitigate any impacts (reputational, financial or otherwise) to ANSTO or its customers. Suggest and access new service providers.
- Undertake additional duties as required and during periods of leave for other staff. In particular act as Manager Logistics and Warehouse when required.

Decision Making

- The position works within a highly regulated environment, with a framework of legislation, policies, procedures and resource parameters. Within this framework the position has some independence in the planning and allocation of resources to ensure the supply, storage and distribution of goods produced by ANSTO Health and other business units.
- The position is fully accountable for the accuracy, integrity and quality of the advice provided regarding the supply, storage and distribution of goods produced by ANSTO
- The position is accountable for the functions of logistics planning, scheduling, implementation and when issues arise, mitigation.
- This Team Leader Distribution is to select and implement alternate delivery modes on the day and ensure decisions are based on sound evidence
- The Team Leader Distribution may at times be required to make effective judgements under pressure or in the absence of complete information or expert advice.

- In consultation with the Manager Logistics and Warehouse, the Team Leader Distribution is required to make decisions relating to changes in delivery schedules, changes to distribution modes, assessment of new suppliers and changes to rosters based on changes to business needs.
- The Team Leader Distribution is to refer decisions relating to budgets and forecasts, logistical issues relating to failure from 3PL and/or airlines and the management of the distribution network to the Manager Logistics and Warehouse.
- 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

- ANSTO Health manufactures time sensitive products with a short expiry for human use, ensuring logistics and resourcing requirements are arranged to reduce time for product expiry.
- ANSTO Silicon manufactures high value, fragile items.
- Items are planned for delivery to a customer within a specific time and location. Any divergence to the plan may cause customers to not receive the desired activity, making the order void, or result in reduced revenue or reputational damage.
- Third Party Logistics and airlines are used to transport the majority of the products. Issues arising from logistics are to be managed and alternatives implemented on an order by order basis. This requires in depth knowledge of Dangerous goods rules and regulations. Negotiate time sensitive issues with urgency.
- Plan for and ensure the required resources are available to meet customer expectations.
- Ensure system data and processes are up to date and have high levels of data accuracy. Ongoing training of staff in the use of SAP. Ensure ANSTO Health maximises SAP to achieve business objectives.
- Promote and ensure team compliance to regulations, through working within a strictly regulated environment and where radioactive material is handled.
- Utilise specific expertise in solving routine and non-routine problems in support of cross-functional projects, to assess the viability of proposed approaches.
- Dealing with both local and international contractors and regulators out of hours to ensure smooth transport of product for both incoming and outgoing shipments.
- Managing staff over three geographically separate areas.

KEY RELATIONSHIPS

Who	Purpose
Internal	
Manager/Executive	<ul style="list-style-type: none"> • Receive guidance and direction • Provide regular updates on key tasks, challenges and critical issues that may impact customers, ANSTO's reputation • Provide evidence based advice on supply chain matters • Recommend and gain endorsement for plans and goals and other initiatives • Escalate issues and propose solutions • Build cooperative working relationships with AES management to understand and address stakeholder needs and concerns, facilitate information flow and deliver outcomes
Work area team members	<ul style="list-style-type: none"> • Provide expert advice and analysis on a full range of matters

	<ul style="list-style-type: none"> • Contribute to group decision making processes, planning and goals • Collaborate and share accountability • Support team members and work collaboratively to contribute to meet AES objectives • Negotiate and resolve conflicts • Ensure that management direction is clearly communicated across the team to provide clarity in support of Distribution and Delivery initiatives
Direct Reports	<ul style="list-style-type: none"> • Provide leadership, guidance and support • Set performance requirements and manage performance and development • Engage to monitor trends, performance and progress against the strategic plan and evaluate further support which may be required to ensure delivery against the plan
ANSTO QA/QC and Production	<ul style="list-style-type: none"> • Ensuring by a process of consultation and communication the seamless flow of goods to despatch area to enable delivery timetables to be met. • To coordinate when issues occur so that alternate plans are formulated as required
ANSTO Health Physics	<ul style="list-style-type: none"> • Monthly Operator's doses are accessed and lead discussions with the team to determine if changes to work practices or processes are required
ANSTO Regulatory	<ul style="list-style-type: none"> • Manage compliance with all internal procedures and external regulators including Civil Aviation Safety Authority (CASA) and ARPANSA.
Other Divisions of ANSTO	<ul style="list-style-type: none"> • Provide supply chain advice to other areas within ANSTO on the external distribution of radioactive products. Coordinate the pickup and delivery of radioactive materials both to and from other ANSTO divisions. • Ensure employees are informed of best practice and have the opportunity to assist in the implementation of new ideas and initiatives.
External	
Freight Service Providers and third party logistics partners	<ul style="list-style-type: none"> • To ensure any issues are resolved and feedback given to customer service as required. • Validate and critically assess new 3PL service providers • Monthly meetings with DSV and Toll (3PL) to cover any ongoing issues and seek improvements and efficiencies in service. • Manage issues as they arise throughout the supply chain process up to and including the delivery to the end customer. • Influence external stakeholders to gain their support and belief in the criticality of the ANSTO mission to provide effective nuclear medicine for all Australians, to achieve more efficient supply chain options.
CASA,TGA,ARPANSA	<ul style="list-style-type: none"> • Participate in audits by providing information regarding procedures and practices.

POSITION DIMENSIONS

Staff Data	
Reporting Line	Reports to Manager Logistics and Warehouse
Direct Reports	Up to 4 distribution officers 4 Delivery Drivers Up to 4 3 Silicon Warehouse officers
Indirect Reports	Nil

Financial Data (2016/2017)	
Revenue / Grants	
Operating Budget	
Staffing Budget	\$833k
Capital Budget	
Assets	

Special / Physical Requirements	
Location:	Lucas Heights and working in different areas of ANSTO as needed
Travel:	May be required travel to service provider's sites.
Physical:	Office based physical requirements (sitting, standing, movement around office and site, extended hours working at computer) Standing for long periods Frequent movements (climbing, stooping, kneeling, crouching, crawling) Industrial facility physical requirements (lifting, standing for long periods, operating machinery, equipment) Wearing personal protective equipment for the handling of hazardous and/or radioactive materials
Radiation areas:	Is 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 radioactive materials are handled under tightly controlled safety conditions
Hours:	Willingness to work extended and varied hours based on operational requirements Shift work 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 <u>AG-2362</u> of the ANSTO WHS Management System	All Workers Managers / Leaders / Supervisors Other specialised roles identified within the guideline a position holder may be allocated to in the course of their duties

ORGANISATIONAL CHART

See attached.

KNOWLEDGE, SKILLS AND EXPERIENCE

1. Diploma or higher in relevant field or equivalent qualification or significant experience in leading despatch and distribution teams.
2. Understanding the importance of Work Health and Safety, Environment, Quantity and regulatory Requirements
3. Good communication skills and commitment to quality client service and a determination to follow through to ensure work meets client expectations.
4. Understanding of the principles of GMP as they relate to the despatch and distribution of pharmaceutical products.
5. Intermediate computing skills including SAP and Microsoft products.
6. Be able to conduct Safety Audits, report and recommend improvements.
7. Highly developed analytical/ problem solving skills.
8. Flexible approach to work and ability to continually review and reorganise work plans and activities to manage conflicting priorities.
9. Dangerous Goods certification with extensive working knowledge of dangerous goods regulations, in particular those that apply to Class 7.
10. Forklift licence
11. Deadline driven, reliable in following through with actions , proactive when attending internal ANSTO and external customers interests.

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:	Anthony Karantonis	Name:	Grahame Batger
Title:	Manager Logistics & Warehouse	Title:	General Manager, ANSTO Enterprise Services
Signature:		Signature:	
Date:		Date:	