



POSITION DESCRIPTION

Position Title:	Operations Administration Lead Nuclear Science and Technology (NST) / Strategic Research Services and Engagement (SRSE)
Cluster / Business Unit / Division	
Section or Unit:	Research Services Team
Classification:	Band 5
Job Family:	Administration
Position Description Number:	PD-2551
Work Contract Type:	Administration
STEMM/NON-STEMM:	NON-STEMM

POSITION PURPOSE

The objective of the Operations Administration Lead is to lead the Operations Administrators to ensure effective internal support and engagement across NST personnel and external stakeholders that engage with ANSTO's Nuclear Science Technology Division. The Operations Administration Lead will report directly to the Operations Lead NSW and will manage the Operation Administrators as their line reports. This position has thorough working knowledge of user, administration and operations functionality and support all of these business requirements within the Research Services Operations Officer and Operations Administrator positions.

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 subject matter expertise and guidance to the Operations Administrators in the field of administrative and user office support, ensuring effective engagement and support is provided to relevant stakeholders. This includes, but is not limited to, developing and maintaining Standard Operating Procedures, providing financial assistance (invoicing, purchase orders, ad-hoc payments and quotations) to relevant stakeholders as required. Liaise with User Office Victoria and where appropriate look to harmonise business practice
- Effective line management of the Operations Administrators, ensuring staff training and development, KPIs are regularly met and performance management.

- Ensure effective task allocation to the Operations Administrators, including but not limited to, operations, enterprise systems, stocktake, scheduling of maintenance of office infrastructure for NST offices.
- In conjunction with the Operations Lead, direct and promote high quality stakeholder experience in the Research Services Team by ensuring the Operations Administrators prioritise enquiries, and handle concerns with creative and effective problem solving that meets relevant ANSTO frameworks.
- Act as a subject matter expert in relevant ANSTO systems and portals, providing training and guidance to the Operations Administrators in systems including, but not limited to, SAP, IBP, ANSTO intranet and internet, ANSTO Research Portals (ARP, ACNS), Concur, Microsoft suite, LMS and new systems as they are introduced.
- In conjunction with the Operations Lead NSW, ensure sufficient staffing in the ANSTO Research Services Team to meet business requirements.
- Ensure the Operations Administrators assists relevant stakeholders 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 a positive change agent leading the team in identifying areas for greater effectiveness and enhancements through adoption of process improvement measures in all activities with the ability to translate the changes to coach and train stakeholders.
- Support NST workshops as required – onboarding of participants, inductions, issuing EPDs, and supporting workshop related functions.
- Lead the training and development of persons in the Operations Administrator and Operations Officer positions within the team, ensuring knowledge sharing and competencies across the team to manage workload and backfill opportunities.
- Act as a backfill for the Operations Officer as needed and in times of extended leave
- Undertake additional duties as required and during period of leave of other staff.

Decision Making

- Manage key work priorities within the context of agreed work plans and consult with the Operations Lead NSW 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).
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Key Challenges

- Influencing, creating and executing the successful implementation of process improvement across core functions (user, operations, and research) that support NST activities.
- Drive a responsive and positive customer service experience with all stakeholder groups. Respond to concerns and take the team on a continuous improvement process 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.
- Drive a consistent and sustainable service model to all NST business units and external stakeholders across both campuses.

KEY RELATIONSHIPS

Who	Purpose
Internal	
Operations Lead NSW	<ul style="list-style-type: none"> • Receive guidance and direction. • Convey factual information, and status of assigned work tasks/activities. • Escalate matters of priority, task completion and operational issues.
Operations Administrators	<ul style="list-style-type: none"> • Provide guidance and support • Provide expert advice • Set performance requirements and manage performance and development • Staff engagement and quality recruitment
Operations Officers	<ul style="list-style-type: none"> • Provide support • Provide training and development, ensuring knowledge sharing and competencies across the Operations Team • Provide backfilling for the Operations Officer as needed and in times of extended leave
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. • Actively contribute to and develop Standard Operating Procedures SOPs • Contribute and identify areas of improvement and cohesion of workflow between campuses. • Collaborate and share accountability. • Negotiate and resolve conflicts.
NST Leaders	<ul style="list-style-type: none"> • Negotiate timelines and priorities set realistic expectations. • Deliver a high standard of customer service.
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 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	Operations Administrators (3)

Indirect Reports	Nil
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Financial Data (2024/2025)

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
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

Workplace Health & Safety

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
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KNOWLEDGE, SKILLS AND EXPERIENCE

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

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:	Matt Gregor	Name:	Sandy Haig
Title:	Operations Lead NSW	Title:	GM Strategic Research Services and Engagement
Signature:		Signature:	
Date:		Date:	

