POSITION DESCRIPTION

Position Title:	Personnel Security Coordinator
Cluster / Business Unit / Division	Nuclear Safety, Security and Stewardship
Section or Unit:	Nuclear Security & Nuclear Safeguards
Classification:	Band 4
Job Family:	Security & Intelligence
Position Description Number:	PD-2436
Work Contract Type:	Administration
STEMM/NON-STEMM:	NON-STEMM

POSITION PURPOSE

The Personnel Security Coordinator is instrumental in maintaining secure and efficient site access, supporting critical administrative functions, front desk operations and upholding the organisation's robust security protocols that reflect ANSTO's commitment to operational excellence and regulatory compliance.

This position serves as a central point of contact for both internal and external stakeholders, including members of the Executive Leadership Team and their respective groups across the organisation, ANSTO visitors, contractors, contract supervisors, members of the public and the Nuclear Security and Nuclear Safeguards Division.

In addition to these core responsibilities, the role includes a strong focus on peer mentoring and coaching, with an emphasis on cross-skilling across the core operational capabilities. Team members will be expected to actively share knowledge, provide guidance, and support one another in developing proficiency in the systems, tools, and processes unique to each function. This collaborative approach ensures a resilient, flexible team capable of maintaining service continuity and operational excellence across all areas.

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 Nuclear Safety, Security and Stewardship Division incorporates High Reliability (Safety), Nuclear Security and Safeguards and the Nuclear Stewardship science and technology platform. The Group provides critical enabling functions for ANSTO ensuring operational compliance for a range of regulators as well providing a range of mandated services to federal and state government departments and agencies.

The Nuclear Security and Safeguards Business Area (NSNS) administers the nuclear security system at ANSTO, provides for the general security of the Organisation and the additional requirements to secure nuclear material and radioactive sources in the Organisation's control. ANSTO's strategy includes the Nuclear Security & Nuclear Safeguards as one of the organisational imperatives. ANSTO's security management is planned and implemented to protect our people, information, assets and reputation from harm caused by malicious acts, with emphasis on preventing misuse of nuclear and other radiological material.

ACCOUNTABILITIES & RESPONSIBILITIES

Key Accountabilities

The key accountabilities for this position include:

- **Front Desk and Stakeholder Management:** Manage front desk operations to deliver professional, efficient and welcoming reception services. Act as the central point of contact for external visitors and incoming enquiries, ensuring a high-quality stakeholder experience and timely resolution of issues whilst maintain the integrity of ANSTO's safety and security standards.

- **Site Access:** Provide high quality accurate and timely advice on the procedures and requirements to access the Lucas Heights campus. Exercise sound judgement in assessing and approving requests for short term, temporary, visitor and emergency contractor access with confidence and professionalism. Standing professional yet firm in decisions when denying entry, ensuring compliance with regulations while effectively communicating reasoning to stakeholders. Maintain composure under pressure and upholds the integrity of security protocols without compromise. Liaise with key stakeholders to make special arrangements within the established framework for approved high profile and VIP visits. Conduct regular reviews and audits of access cards, passes issued and access permissions to help mitigate the risk of unauthorised access to facilities, assets or information.

- **Building access:** Administer and facilitate access to over 70 buildings, each with numerous complex internal access codes across the Lucas Heights campus, managing the Electronic Access Control System (EACS), Visitor Management System (VMS) and Application Service Management (ASM), coordinating temporary and permanent access, and enforcing delegations, clearance levels, and compliance with ANSTO safety and security protocols and regulatory frameworks. Provide advice and guidance to both building managers and individuals on these requirements as required, questioning unusual access requests and following up where required.

- **Pass issue:** Independently manage the issuance, tracking and retrieval of access passes for personnel and visitors to the secure facility at Lucas Heights. Ensuring compliance with security protocols, verifying identities and security clearance levels, escort and/or supervision requirements maintaining accurate records and liaising with other security teams as required to prevent unauthorised access.

- **Security Clearance Processing:** Download and allocate unique identifier to each security clearance application. Review and ensure completeness and accuracy of applications by conducting thorough quality checks, identifying missing, incomplete, ineligible or unclear information, and promptly following up with applicants. Initiate communication with hiring managers and recruitment teams where applicants are uncontactable or unresponsive, while also responding to incoming requests in relation to application status, outstanding requirements and priority requests. Submits external checks with absolute precision, ensuring 100% accuracy with no margin for error to maintain compliance, security integrity and agreed KPI turnaround timeframes. Maintain confidential records in accordance with privacy requirements.

- **Multi- System Proficiency and Data Integration:** Utilise and transition seamlessly between numerous systems including HROnboard, SAP, VEVO, VMS, EACS, ASM, Concur, LMS, Alcatel Lucent 4059EE, Microsoft office suite and others to support front desk and security functions. Maintain databases, allocate the only organisational wide unique identifier to individuals, manage publication/media data, and generate accurate, timely reports to support business operations.

- **Compliance and Risk Management:** Ensure all access and security processes align with the ANSTO Security Manual, Protective Security Policy Framework, and WHS Act 2011. Verify identification, confirm completion of relevant inductions, and make risk-informed decisions regarding temporary and emergency access requests.

- **Procurement:** Deliver high-quality administrative support including the preparation of reports, raising of internal orders and purchase requests, and processing of payments in accordance with

ANSTO policies. Manage the travel function for the NSNS Division booking and making alterations to travel as required. Coordinate inventory management and equipment maintenance. Manage the support and associated catering for hosting local and international meetings, conferences, training and workshops for the Division.

- **Facilities and Infrastructure Oversight:** Ensure the effective operation and maintenance of NSNS office infrastructure. Coordinate stocktakes, support enterprise systems, and manage electronic security access equipment and office consumables.
- **Cross-Functional Collaboration:** Work collaboratively across teams to support compliance, foster cross-functional initiatives, and contribute to organisational excellence. Act as a key liaison between NSNS and corporate services teams.
- **Process Improvement and Innovation:** Identify opportunities for operational improvements and implement process enhancements. Communicate and embed changes effectively across stakeholder groups, ensuring consistent adoption and ongoing improvement. Contribute to the creation and maintenance of Standard Operating Procedures that benefits all ANSTO stakeholders, particularly in relation to site access, visitor management and emergency works.
- **SAP Administration:** Manage and administer the SAP security screen for all clearance holders, ensuring accurate and up to date information on security clearance levels and associated dates for all individuals accessing ANSTO information, assets or infrastructure, in addition to administer other relevant HR fields for non-employees as required.
- **Additional Responsibilities:** Undertake other duties as required to support the evolving needs of the organisation, contributing to the successful delivery of NSNS business outcomes

Decision Making

- The position works within a framework of legislation, policies, professional standards, and resource parameters. The role requires independence in determining how to achieve objectives, including deciding on methods and approaches for managing reception and administrative tasks.
- Manage all temporary access to the Lucas Heights campus by making risk informed decisions when reviewing and approving access for visitors and emergency contractors, ensuring they are all properly documented, appropriately escorted and their identity is verified before granting temporary access and issuing passes.
- Determine key work priorities within the context of agreed work plans and consult with the Senior Personnel Security Coordinator on complex, sensitive and major issues that have a significant impact on NSNS, ANSTO or involve VIPs.
- The levels of authority delegated to these positions 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

The major challenges for this position include:

- The varied nature of the tasks allocated to the position require a significant training investment, with approximately 12 months of training required to achieve adeptness in each aspect of the role.
- Seamlessly transition between different tasks, technologies and systems at short notice in response to operational requirements and driving effective customer service and security outcomes.
- Develop an expert level knowledge and understanding of the safety and security access requirements and expectations to a highly secure nuclear site.
- Always maintaining composure and professionalism, including remaining steadfast in decisions made in relation to site access requirements and providing efficient customer service response times in peak workloads with resource constraints.
- Providing authoritative advice to numerous customer groups (public, business partners, media,

managers, employees & stakeholders), and at times may be required to make effective judgements under pressure or in the absence of complete information or expert advice

- Influencing, creating and executing the successful implementation of process improvement across core functions (reception, site access, pass issue, clearance applications and administration) that support Personnel Security, NSNS and ANSTO activities.
- Balancing multiple responsibilities while maintaining high standards of service and accuracy.
- Maintaining a high level of attention to detail, ensuring accuracy across multiple systems and platforms while managing a high workload. Being aware of repercussions as discrepancies can lead to potential errors in decision-making.
- Become a skills ambassador, knowledge share areas of strong development to grow internal skills within the team and across key stakeholders.
- Ensuring full compliance with the quality and environmental frameworks, safety and security procedures and standards, regulatory requirements, and management principles in a dynamic fast paced environment.
- As the public facing reception for the organisation receiving all unsolicited telephone and in person enquiries, respond, maintain composure and act accordingly as disaster, crisis, and incident response liaison as required. Receive incoming media or community calls and enquiries and directing calls appropriately.

KEY RELATIONSHIPS

Who	Purpose
Internal	
Manager	- Receive guidance and direction - Provide expert, authoritative and evidence-based advice on personnel security - Provide timely advice and reporting on personnel security related requests - Assist in organisational activities ensuring protection of ANSTOs people, information and assets
Work area team members	- Provide advice and analysis on personnel security related matters - 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.
Discovery Centre	Work closely to ensure compliance with site access requirements, visitor registration processes and VIP attendance
All ANSTO staff and contractors	Onboarding, visitor arrangements, temporary access, customer complaints, access problems and requirements.
Program/Project managers and contract supervisors	Manage onboarding expectations, scheduling workload, handling escalations, resolving issues and complex process driven gaps.
Australian Federal Police ANSTO Site Operations Centre (ASOC).	- Access related issues and complaints. - Convey factual information in appropriate situations - Where appropriate, facilitate access to information as required
External Onboarding Applicants	Support and advice to all onboarding applicants in completing the security component (clearance) of onboarding.

External - Public	• Handling enquiries and complaints from all members of the public including media enquiries
Media Organisations	• Triaging and response
Business Partners	• Communicate as required in relation to site access and/or clearance applicants • Contribute to improvement of information flow
Security service providers/law enforcement agencies	• Communicate as required around security checks • Negotiate timelines and priorities where appropriate
All other 3rd party Australian Government and International representatives	• Deliver a high standard of customer service
Providers engaged with ANSTO	• Deliver a high standard of customer service • Coordinate manual clearance applications • Coordinate manual site access applications
	•

POSITION DIMENSIONS

Staff Data	
Reporting Line	Reports to the Personnel Security Manager
Direct Reports	Nil
Indirect Reports	Nil

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)
Hours:	Willingness to work extended and varied hours based on operational requirements
Clearance requirements:	Satisfy ANSTO Security and Medical clearance requirements Obtain and maintain NV1 security 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. Diploma or higher in administration, customer service, security etc. or equivalent industry experience.
2. Demonstrated extensive experience within a complex organisation, in business systems

including SAP, intranet systems and Microsoft Office suite. Experience with electronic access control and security protocols will be highly regarded.

3. Extensive experience in office administration within a large or complex organisation, with a strong focus on attention to detail, operational efficiency, and adherence to policy and procedure.

4. Proven ability to analyse and interpret data from various sources to identify trends, discrepancies, and inform decision-making. Strong aptitude for troubleshooting and resolving technical and procedural issues.

5. Demonstrated capability in working with a range of software systems, databases, and integration tools. Ability to quickly learn and adapt to evolving technologies and organisational systems.

6. Highly developed oral and written communication skills, with the ability to clearly convey information to stakeholders at all levels and build effective working relationships across diverse internal and external groups.

7. Demonstrated experience handling sensitive and confidential information with a high level of discretion, professionalism, and sound judgement.

8. Strong organisational skills with the ability to manage competing priorities, meet deadlines, and escalate issues appropriately. Demonstrated capacity to perform under pressure during peak periods.

9. Ability to remain flexible and maintain professionalism during periods of structural, procedural, or technological change. Excellent personal presentation and responsiveness to dynamic work environments.

10. Sound knowledge of and ability to apply security, safety, and regulatory requirements in accordance with organisational policies and procedures. Commitment to compliance and operational integrity.

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:	Ingrid Stead	Name:	Travis Van Der Velden
Title:	Personnel Security Manager	Title:	Chief Security Officer
Signature:		Signature:	
Date:		Date:	