



POSITION DESCRIPTION

Position Title:	Operations Manager – NSW
Cluster / Business Unit / Division	Nuclear Science Technology
Section or Unit:	Strategic Research Services and Engagement
Classification:	Band 7
Job Family:	Operations
Position Description Number:	PD-2385
Work Contract Type:	Professional
STEMM/NON-STEMM:	NON-STEMM
STEMM CATEGORY:	N/A

POSITION PURPOSE

The primary objective of the Operations Manager NSW is to direct the people and business process functions of the Research Services operational team ensuring seamless workflow across NST business units and aligning their business activities to Nuclear Science and Technology (NST) and ANSTO's strategic objectives. This position will champion new business platforms and processes harnessing a small and critical support service.

ORGANISATIONAL ENVIRONMENT

ANSTO is a leading global nuclear science and technology organisation delivering world class research and expertise to benefit Australia and support a more sustainable future. Using nuclear science, we improve health, support industries, provide expert advice to government on nuclear technologies and help develop Australia's nuclear workforce.

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.

ACCOUNTABILITIES & RESPONSIBILITIES

Key Accountabilities

- Lead and manage the Research Services Team, overseeing all aspects of human resources including recruitment, training, development, performance management, and succession planning. Ensure workforce sustainability through talent attraction and cross-skilling initiatives, while fostering a positive, high-performing team culture built on collaboration and excellence.
- Lead the design, delivery, and continuous improvement of processes that enable efficient and effective support services.
- Lead and oversee all aspects of the NSW User Program, and collaborate with the User Manager Victoria facilitate best practice across the multi-site User Programs.
- Provide strategic leadership and operational oversight of the Administration Team to ensure the delivery of high-quality, efficient, and responsive administrative services. Drive continuous improvement, optimise processes, and foster a collaborative, customer-focused culture that supports organisational objectives

- Harmonising multiple information systems into one multi-site system to accommodate all research services requirements.
- Business owner for implementation and maintenance of integrated information systems, including but not limited to ANSTO Research portal/s and laboratory Information Management System .
- Contribute to operational and strategic planning activities and support other portfolio functions within NST and ANSTO as directed.
- Ensure compliance with Defence Export Controls regulations across the User Program by leading the review process. Seek expert guidance from the Regulatory Affairs and Compliance team and security if required.
- Build a strong internal network with key business units throughout ANSTO including but not limited to Security, Reception, procurement and AINSE.
- Undertake additional duties as required and during period of leave of other staff.

Decision Making

- The Research Services Team - Manager NSW is a key role within SRSE. The position leads direct reports ensuring collaboration across the organisation and with the NST group to provide an excellent stakeholder experience, guidance, advice, information exchange and support the User programs and access to site.
- Demonstrate sound business acumen to determine priorities related to the key accountabilities within the scope of the role.
- Support the General Manager, Strategic Research Services and Engagement (GM SRSE) on strategy and execution of key objectives in the business plan and broader business requirements.
- The position works within a framework of security, regulatory, legislation, ANSTO policies, professional standards and resource parameters. The Operation Manager NSW has some independence in how to achieve the objectives.
- The position is accountable for the content of advice provided and may be required to make effective judgement calls with limited information.
- The Operation Manager NSW determines key priorities within the context of agreed work plans in consultation with the GM SRSE on complex, sensitive and major issues that have impact on the team and relevant stakeholder groups.
- 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

- Keeping abreast of recent developments in field, ensuring continual improvement and implementation of best practise to support SRSE programs and services.
- Harmonising business practices across a geographically dispersed group utilising different programs and governance structures.
- Cross skilling personnel safely managing staff absences within a complex growing business demand.
- Strengthen relations and build trust across stakeholder groups through sound business practice delivered accurately and on time noting the manual nature of the business practices are high volume and detailed.
- Awareness across the organisation about process changes is not well understood.
- Be a visible ambassador for the group regularly communicating into NST Business unit with relevant and important updates during a period of significant cultural and organisational change.
- Developing an inclusive and high performing team that are held to a high standard that truly works for whole of ANSTO.
- Ensuring continual improvement and implementation of best practise with limited time to develop and document processes, including other conflicting priorities and deadlines.
- The customer facing nature of this position and the Research Services Team operating times can sometimes make it difficult to schedule activities (meetings, training etc.) requiring all team members attendance at the same time.

KEY RELATIONSHIPS

Who	Purpose
Internal	
General Manager Strategic Research Services and Engagement	<ul style="list-style-type: none"> • Manage a small yet critical team ensuring sufficient resource to meet the business needs • Make recommendations around resolution of significant issues • Develop report on budgets and operational plans and goals for the team • Receive guidance and direction
NST Directors	<ul style="list-style-type: none"> • Engage and negotiate service level agreement requirements for business needs. • Provide expert advice and expertise on a full range of matters.
Direct Reports	<ul style="list-style-type: none"> • Provide leadership, guidance and support • Set performance requirements and manage performance and development – develop a positive team culture • Capture and showcase data/outputs from SME's within the team Manage personnel to meet the business needs including cross skilling staff and meet future growing demands.
ANSTO business units and divisions (such as HR, Security, Regulatory, Legal, International)	<ul style="list-style-type: none"> • Engage and understand the business needs from stakeholders – communicate provision of support and services on behalf of SRSE • Group contact in relation to cross-cluster projects and programs affecting the User and Research Service Team
External	
National & international bodies	<ul style="list-style-type: none"> • Actively contribute and represent ANSTO and the Australian Government position
Government, Industry, Academia, Users and Agencies	<ul style="list-style-type: none"> • Develop and maintain collaborative user relationships • Provide expert, authoritative and evidence-based advice • Consider User committee feedback and where practicable action

POSITION DIMENSIONS

Staff Data	
Reporting Line	General Manager, Strategic Research Services and Engagement
Direct Reports	8x Operations Specialists roles, Operations Officers, Operations Administrator Lead and Operations Administrator
Indirect Reports	Manager User Office – Victoria Research Office Lead

Financial Data (2023/2024)

Revenue / Grants	Nil
Operating Budget	Nil
Staffing Budget	\$1,355,093
Capital Budget	Nil
Assets	Nil

Special / Physical Requirements

Location:	Lucas Heights Working in different areas of designated site/campus as needed
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Travel:	May be required travel to ANSTO sites from time to time Frequent travel to ANSTO sites within Australia
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
Clearance requirements:	Satisfy ANSTO Security and Medical clearance requirements

Workplace Health & Safety

Specific role/s as specified in <u>AP- 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
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ORGANISATIONAL CHART

Refer to published Organisation Chart.

KNOWLEDGE, SKILLS AND EXPERIENCE

1. Degree in business, management and/or science or equivalent experience.
2. Demonstrated experience in business and process improvement developing operational plans aligned with organisational objectives.
3. Proven success leading and managing enabling service programs in a complex and heavily regulated environment.
4. Experience leading and managing teams to achieve excellence and successful organisational outcomes through efficient, safe and harmonised business practices and a strong service team culture.
5. Experience guiding, developing and mentoring staff to deliver optimal operational outcomes.
6. Excellent communication, interpersonal skills, negotiation and influencing skills.
7. Demonstrated experience in managing effective relationships with key stakeholders and clients.
8. Demonstrated strategic thinking and planning skills and experience and the capacity to develop solutions to complex, multi-faceted issues and challenges.

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:	Sandy Haig	Name:	Sandy Haig
Title:	General Manager Strategic Research Services & Engagement	Title:	General Manager, Strategic Research Services and Engagement (SRSE)
Signature:		Signature:	
Date:		Date:	