



POSITION DESCRIPTION

Position Title:	User Operations Administrator Nuclear Science and Technology (NST) / Strategic Research
Cluster / Business Unit / Division	Services and Engagement (SRSE)
Section or Unit:	User Office VIC
Classification:	Band 4
Job Family:	Administration
Position Description Number:	PD-2494
Work Contract Type:	Administration
STEMM/NON-STEMM:	NON-STEMM

POSITION PURPOSE

The objective of the User Operations Administrator is to act as a key connection into ANSTO for stakeholders that engage with ANSTO's Nuclear Science and Technology Division centred at the Australian Synchrotron in Clayton, Victoria. The User Operations Administrator ensures seamless workflow for User access and is focused on business improvement and exemplary customer service across NST's User Office Victoria, with an aim to ensure successful user outcomes.

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.

ANSTO's Australian Synchrotron provides world-leading technical capability delivering better and faster experimental techniques that not only enhance current fundamental and applied research, but also enables new avenues of investigation to Australian science.

The User Office Victoria team serves on the front line of user community relations and facilitates interactions with the user committees that support scientific excellence. They manage the merit proposal system and associated committees and the application of funding agreement principles, recording of user program and publication data and provision of data associated with the user program for internal and external stakeholders. The User Office Victoria team facilitates user safety inductions and access to ANSTO Clayton and manages the various user funding programs for eligible researchers, including travel funding programs for the Australian Synchrotron and overseas synchrotron facilities. The User Office in Victoria also manages the Australian Synchrotron (AS) Guesthouse, site access to Clayton campus and onsite user amenities.

ACCOUNTABILITIES & RESPONSIBILITIES

Key Accountabilities

- Provide high quality stakeholder experience by dealing promptly with enquiries and handling issues of concern with creative problem solving. Liaise as necessary with ANSTO personnel and external stakeholders, act as a key point of contact for external and internal users.
- Develop and build a strong understanding of relevant ANSTO systems and portals to support Australian Synchrotron requirements such as but not exclusive to SAP, ANSTO intranet and internet, Concur, Microsoft suite, LMS, Australian Synchrotron User and Admin Hubs and Synchrotron User and Admin Portals and new systems that are introduced.
- Provide administrative support such as processing experiment authorisations, capturing and collating documentation and outcomes, proposal travel funding, disseminating information to stakeholders including via the ANSTO website and AS User Wiki, facilitating user travel and accommodation, process travel reimbursement claims, facilitate committee meetings, manage pool cars, and ensure currency in user safety inductions.
- Coordinate site access to the Australian Synchrotron site including activating access cards for users and staff ensuring access to the appropriate areas of the facility for the time periods over which they require it, ensuring validity of safety inductions and assisting with contractors.
- Manage AS Guesthouse operations from initial enquiry through to check out, including reservations and room keys, liaising with cleaning contractors and maintenance schedules via the facilities team.
- Be creative and solution focussed when identifying areas for efficiencies and enhancements through adoption of process improvement measures in all activities with the ability to translate the changes to coach and train stakeholders.
- Participate in provision of training to cross-skill members of the Strategic Research Services and Engagement team, NST and work across other business units as required to effect and influence strong and robust business practices and compliance with quality management systems.
- Well-developed written and oral communication skills with a collaborative mindset, able to take on new information and perspectives and incorporate these into workable solutions and standard operating procedures that have garnered support and buy-in by stakeholders.
- Lead the creation and maintenance of Standard Operating Procedures that benefits ANSTO stakeholders as many of these transcend NST operations and impact the broader organisation such as but not limited to inductions.
- Process experiment authorization documentation prior to beamtime so that user experiment authorization documentation has been received prior to beamtime and to ensure that all users have appropriate access and up to date safety inductions.
- Act as the first point of contact for Industry group scientists to support commercial beamtime activities.
- Undertake additional duties as required and during period of leave of other staff.

Decision Making

- Determine key work priorities within the context of agreed work plans and will consult with the User Office Manager 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).
- The majority of the processes the User Operations Administrator is accountable for are covered in a relatively comprehensive set of policies and guidelines.
- Day to day decision making that falls outside of current process or which calls for amendment to current process are made independently.
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Key Challenges

- Ensuring good customer service including efficient response times in peak workloads with resource constraints whilst tempering multiple priorities.
- Become a skills ambassador, knowledge share areas of strong development to grow internal skills within the Strategic Research Services and Engagement team, and across NST stakeholders.
- Embrace change and be a creative problem solver, whilst in a period of increasing demands and resource constraints.
- Adapting to changes and upgrades to software and systems while ensuring the least possible impact on day-to-day system access and activity.
- Being part of a change program requires influencing, flexibility, consultation and a solutions focussed mindset with many stakeholders adverse to change.
- Ensuring continual improvement and implementation of best practise with limited time to develop and document processes, including other conflicting priorities and deadlines.
- Ensuring compliance with safety requirements are adhered to, and procedures are completed by users within the allocated time frames.

KEY RELATIONSHIPS

Who	Purpose
Internal	
Manager User Support VIC	• Receive guidance and direction. • Convey factual information, and status of assigned work tasks/activities. • Escalate matters of priority, task completion and operational issues.
Strategic Research Services and Engagement Team	• 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.
All AS Beamline Staff	• Negotiate timelines and priorities set realistic expectations. • Deliver a high standard of customer service.
User Groups	• Act as a key contact to users • Respond quickly to requests and provide a exemplary experience
IT	• Liaise to facilitate access programs – discuss new online systems being introduced.
AS Guesthouse cleaners	• Ensure rooms have been cleaned thoroughly prior to new check ins and report on any issues.
AS Security	• Communicate regularly with respect to after hours Guesthouse operations, managing pool cars and general after hours user requirements.
ANSTO Business Services	• Work with ANSTO Accounts team to ensure travel reimbursements are processed correctly on a case-by-case basis, allowing for

	extensions and additional allowances where needed within a reasonable margin.
External	
Collaborators, Users, Visitors, Students, Regulators, Suppliers, etc.	• Develop effective working relationships. • Provide assistance as required.
Committees	• Support committee meetings as appropriate
External stakeholder finance departments	• Follow ups regarding user travel reimbursements

POSITION DIMENSIONS

Staff Data	
Reporting Line	Reports to the User Office Vic Manager
Direct Reports	Nil
Indirect Reports	Nil

Financial Data (2023/2024)

Revenue / Grants	N/A
Operating Budget	N/A
Staffing Budget	N/A
Capital Budget	N/A
Assets	N/A

Special / Physical Requirements

Location:	Clayton 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:	
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 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 relevant experience.
2. Extensive office administration experience using programs such as SAP, Intranet, Microsoft suite, and records management operating in a complex organisation.
3. Highly developed oral and written communications skills working across all levels with internal and external stakeholders.
4. Demonstrated ability to perform at high levels in periods of great demand, manage workload through establishing priorities, organising tasks to meet deadlines.
5. Ability to maintain a customer centric focus with great problem-solving skills and flexibility.
6. Ability to adapt to technological, structural and procedure changes professionally.
7. Experience with process development and improvement

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:	Cathy Harland	Name:	Sandy Haig
Title:	Manager User Support VIC	Title:	GM Strategic Research Services and Engagement
Signature:		Signature:	
Date:		Date:	