



POSITION DESCRIPTION

Position Title:	User Program Coordinator
Cluster / Business Unit / Division	Nuclear Science and Technology Strategic Research Services and Engagement / User Support, Victoria
Section or Unit:	
Classification:	Band 5
Job Family:	Administration
Position Description Number:	PD-2458
Work Contract Type:	Professional
STEMM/NON-STEMM:	STEMM
STEMM CATEGORY:	Research & Science

POSITION PURPOSE

The User Program Coordinator role serves a growing User Community, keenly focussed on ensuring a positive and seamless experience for internal and external stakeholders accessing the Synchrotron through the merit proposal system and other access routes.

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, access to Clayton campus and onsite user amenities.

ACCOUNTABILITIES & RESPONSIBILITIES

Key Accountabilities

- Provide high quality stakeholder experience by dealing promptly with enquiries and resolving complex matters that can be sensitive and confidential in nature.
- Manage user, staff and tenant access arrangements including scheduling access to facilities. Ensure safety inductions for ANSTO facilities are accurate and current, working across other ANSTO business units ensuring alignment.
- Identify, consult, and execute business improvement activities across the SRSE portfolio. Readily adapt to change programs and champion new systems, workflows, and process. Develop change initiatives including communication via website, confluence application and Wiki content that resonates and educates both internal and external stakeholders that are impacted.
- Take the lead in administering relevant processes for management of merit and other proposals requesting access to ANSTO's facilities and capabilities. This includes facilitating proposal review, processes (scientific, technical, safety, regulatory, capacity, etc); alignment to funding agreements, managing strategic relations with external funding stakeholders and being responsible for the preparation of all documentation to the Program Advisory Committees (PACs) .
- Identify, resolve, and manage scheduling conflicts by interfacing with beamline scientists, inputting and maintaining schedules and liaising with Australian Synchrotron staff and Senior Management.
- Manage and be accountable for the successful process and administration of rapid access proposal rounds and the International Synchrotron Access Program (ISAP) within the timelines associated with these programs (includes proposal submission, review, approval, and scheduling).
- Manage data integrity, generate, analyse, and provide advice and customised reports from the Portal, Scientific databases to the Australian Synchrotron Director and Senior Management on the scientific outputs, journal articles, supply and demand for beamlines; and report as required for KPI and metrics reporting.
- Consult, collaborate, influence, create and manage the Standard Operating Procedures for the User Office Victoria portfolio working across ANSTO business units.
- Drive knowledge sharing and training to cross-skill members of the User Office Vic team, NST stakeholders and broader ANSTO business units through the development of robust and documented procedures and training modules for new and existing operations.
- Undertake additional duties as required and during period of leave of other staff.

Decision Making

- The position works within a framework of legislation, policies, professional standards, and resource parameters. Within this framework the position has some independence in determining how to achieve the objectives of the unit, including deciding on methods and approaches, operations, project planning and allocation of resources.
- The ANSTO values, organisational corporate plan, business plan, operational excellence program, the NST strategy and SRSE business plan provide the context for the position.
- The position is fully accountable for the accuracy, integrity, and quality of the content of advice provided to the User Office Vic Manager and Synchrotron management and is required to ensure that decisions are based on sound evidence, but at times may be required to make effective judgements under pressure or in the absence of complete information or expert advice.
- Determine key work priorities within the context of agreed work plans and will consult with the User Office Manager VIC on complex, sensitive and major issues that have a significant impact on 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)

Key Challenges

- Providing information and reports on short notice which involves influencing people who have competing priorities, to provide information.
- Adapting to changes and upgrades to software and systems while minimising adverse impact on day-to-day system access and activity.
- Ensuring good customer service, response times and efficient delivery of User Office functions in peak workloads with resource constraints. The customer facing nature of this position and operating times can sometimes make it difficult to schedule activities (meetings, training etc.) requiring all team members attendance at the same time.
- Ensuring continual improvement, documentation and implementation of best practice processes while managing numerous priorities and deadlines
- Management of relationships critical to the continued operation and ongoing maintenance of functionality for User Office portal/s.
- Ensuring personal information is treated as sensitive and using discretion in decision making around provision to other parties and ensure compliance with ANSTO's privacy policy.
- Ensuring compliance with safety requirements are adhered to, and procedures are completed by stakeholders within the allocated time frames.

KEY RELATIONSHIPS

Who	Purpose
Internal	
User Office Management	<ul style="list-style-type: none"> • Receive guidance and direction • Provide regular updates and reports as required • Recommend and gain endorsement for plans and goals and other initiatives
Strategic Research Services and Engagement Team	<ul style="list-style-type: none"> • Constructively contribute to group decision making processes, planning and goals. • Collaborate and share accountability • Embrace a knowledge sharing and change mindset • Negotiate and resolve conflicts
Senior Manager Research Office	<ul style="list-style-type: none"> • Provide expert advice • Receive guidance and direction
Australian Synchrotron staff	<ul style="list-style-type: none"> • Regular and frequent liaison with beamline staff, in relation to beamline users, experiments and scheduling
Australian Synchrotron and NST management	<ul style="list-style-type: none"> • Weekly updates to management of User Programs, program advisory committees, reporting and publications
External	
Program advisory committees	<ul style="list-style-type: none"> • Interface regularly with multiple (7+) external expert committees comprised of Australian, New Zealand and Singaporean scientists, in regard to triannual proposal rounds. • Interface on a monthly basis to coordinate rapid access round
Australian and international scientific communities	<ul style="list-style-type: none"> • Communicate with, at least monthly, via email, providing notifications of rapid access rounds, requests for peer-reviews, publication / theses updates.
Users	<ul style="list-style-type: none"> • Interface on a daily basis in response to queries, proposal reviews • Support on-site, face-to-face user office operations.
Funding stakeholders	<ul style="list-style-type: none"> • Interface at least monthly with respect to beamtime arrangements and allowances.

POSITION DIMENSIONS

Staff Data	
Reporting Line	Reports to the Manager, User Support - Victoria
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:	N/A
Hours:	Willingness to work 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.

ORGANISATIONAL CHART

Refer to published Organisational Chart.

KNOWLEDGE, SKILLS AND EXPERIENCE

Essential

1. A Science Degree and demonstrated experience working in a highly complex science organisation or similar
2. Strong influencing and diplomatic skills that can support change, and the development of rapport with a range of valued stakeholders (internal and external) on matters that may be sensitive or confidential in nature.
3. Demonstrated professional experience in effectively managing committees of technical experts
4. Demonstrated experience in business analytics particularly in the use of databases, data management, manipulation, analysis, reporting and communicating outputs to technical and non-technical audiences.
5. Demonstrated experience in working with websites, advanced skills in Microsoft Excel and Office 365, including the use of complex, nested formulas, and pivot tables.

6. A strong customer centric focus, time management with the ability to adeptly manage tight deadlines with growing demand.
7. Highly motivated and values autonomy. Insightful and strong ability to understand complex matters by streamlining through good governance and business acumen.

Desirable

1. One or more years' experience working in a synchrotron facility or similar board involving multidisciplinary scientific knowledge.

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 - Victoria	Title:	General Manager, Strategic Research Services and Engagement, NST
Signature:		Signature:	
Date:		Date:	

Appendix 1

ANSTO Job Families
Accounting & Finance
Administration
Communications & Marketing
Compliance & Regulation
Engineering and Technical
Human Resources
ICT & Digital Solutions
Information & Knowledge Management
Legal
Manufacturing
Monitoring & Audit
Operations
Organisational Leadership
Project & Program
Research
Science
Security & Intelligence
Senior Executive
Service Delivery
Strategic Policy
Trades & Labour