Job Description: User Program Manager at ISIS@MACH ITALIA (IM@IT)

Position: User Program Manager
Location: IM@IT - Unit Roma – University of Rome "Tor Vergata"
Contract Type: Open Ended
Salary: € 45,000.00 to € 50,000.00 gross per annum (based on skills and experience)
The applicant will be employed though a Co.Co.Co (Italian "Coordinated Collaboration Contract") and seconded, for a period of time as follows:
type a) 1-2 years for a secondment of min 6 month (3 of which in presence) a highly experienced applicant;
type b) 1-4 years for an applicant with a medium level of experience.

This position presents an exciting opportunity to assume a leadership role in managing and advancing the Research Infrastructure IM@IT facility. The chosen candidate will be a pivotal member of the IM@IT facility operations team. Their primary responsibility will involve crafting and implementing a comprehensive management plan for both the IM@IT laboratory facilities and the Small-Research Facilities (SRFs) and Medium Range Facilities (MRFs). The objective is to ensure that these facilities operate at the highest possible standards. Additionally, the individual will contribute to the development of new facilities and collaborate with world-leading scientists and technologists. Together, they will engage in pioneering science and technology projects that hold the potential to enhance lives not only in Italy but also globally.

About us
IM@IT is a multidisciplinary initiative that links a wide range of scientific facilities of varying scales, bringing together research teams from across Italy, Europe, and the wider world. Established in 2020, IM@IT is formally recognized in the Ministry of Research's "Piano Nazionale delle Infrastrutture di Ricerca" (PNIR 2021-2027), and its growing portfolio receives core funding from the Ministry of Research.

It is distributed across various sites within Italian Universities and Research Institutions, including: the University of Rome "Tor Vergata" (acting as the coordinator), Milano Bicocca, and Venice International University as well as Research Centres such as CNR-IPCB, CNR-ICC, and the CSGI Consortium. IM@IT significantly contributes value and impact to the national landscape by fostering collaboration and innovation in scientific research.

Its establishment brought together five distinct laboratories at two universities and three research centres, known as the IM@IT nodes. This collaboration catalyzed the creation of a multi-site network of twenty-eight Medium Range Facilities (MRFs) and one hundred and thirty Small Research Facilities (SRFs). This initiative represents an effective consolidation of an instrumental heritage that was previously dispersed throughout the national territory.

Presently, IM@IT manages this array of MRFs and SRFs to facilitate coordinated Transnational Access (TA) for academic and industrial users. This includes a diverse community of scientists ranging from life sciences to engineering, utilizing optical, X-ray, and particle probes for research in physics, chemistry, materials science, geology, engineering, and biology.

Being part of IM@IT means contributing to work that pushes boundaries and creates possibilities. You will collaborate and learn from true experts. Regardless of your role, you will be encouraged to question and share ideas. In a positive and supportive culture, you will discover the difference you can make when you are equipped and inspired to excel.

We are a place where curious minds thrive. Unbound by profit, we explore ideas that others do not, ask questions that others avoid, and discover answers that others are not equipped to find. Our daily work is intellectually challenging, whether at the cutting edge or behind the scenes. It is often groundbreaking and endlessly, irresistibly fascinating.
Currently, IM@IT has attracted over three hundred users. For more information about IM@IT, please visit https://isismachitalia.eu/about/.

About the Role

This managerial role primarily encompasses all facets of ISIS@MACH ITALIA facility operations, projects, reports, management plans, information management enhancements, and monitoring user satisfaction levels.

The Program Manager's responsibility is to execute operations and projects according to specifications, ensuring they are completed on time and within budget, while adhering to operational and project specifications and management plans.

The Program Manager will collaborate with a pool of expertise and IM@IT administrative personnel, with responsibilities including:

- Line management of the User Office Manager; acting as the senior line manager for User Office team members.
- Budget management for the User Office.
- Development of User Office activities, including expansion to support IM@IT.
- Managing IM@IT proposal rounds, including workflow, arranging peer review panels, managing proposal access modes and communicating internally to IM@IT staff and externally to the user community. Coordinating between the software team and facility staff for proposal calls
- Managing the ISIS IM@IT User Committee.
- Handling experiment reports and user satisfaction processes.
- Managing user visits at various geographically distributed facilities, including user visit workflows such as site entry and safety requirements.
- Collaborating with other IM@IT staff to produce timely reports and information on user programs.
- Development of links with other parts of the IM@IT distributed unit sites as required, e.g. catering, accommodation, security
- Regular liaising with IM@IT staff regarding all aspects of the user programs and other large-scale facilities.
- Development relationships with other European and global facilities to share best practices regarding user programme management.
- Managing and overseeing primary IM@IT user meetings and providing support for IM@IT scientific meetings.
- Anticipating possible issues affecting IM@IT users and communicating with facility staff in a timely manner to resolve any issues.

- Managing user office pages on the IM@IT website and ensuring user information is up-to-date.
- Collaborating with the IM@IT Executive Director to create policies and practices governing the facility's user programs.
- Co-developing and implementing strategic plans with the Executive Director for IM@IT, and actively contributing to operational measures and communication efforts.
- Coordinating the internal pool of expertise responsible for managing funded projects, monitoring budgets, and preparing reports.
- Communicating infrastructure operation status and plans to the Executive Director, the Board of Directors and stakeholders.
- Collaborating with IM@IT researchers to contribute to annual executive summary updates for the Scientific Advisor Committee.
- Participating in IM@IT Board of Directors Meetings.
- Implementing and delivering IM@IT's management work plan on time and within budget while adhering to project specifications, strategies, and resource constraints.
- Overseeing IM@IT Facility, services, and support systems, ensuring administrative tasks are completed promptly and records are maintained.
- Working closely with project sponsors, cross-functional teams, and project managers to define project scope, deliverables, resources, and timelines.

Personal Specification
Essential
Degree, preferably in a science-related subject.
Experience in delivering excellent customer service.
Experience in staff management.
Experience in budget management.
Experience in acting as a customer for software systems.
Experience in being responsible for managing of a significant work area.
Extremely well-organized
Strong attention to detail as well as the ability to see the bigger picture.
Effective communicator, both written and oral, and proactive in communications.
Ability to develop relationships both internally and with external organizations.
Proactive engagement with facility users and staff to foster relationships.
Solution-focused to resolve issues in a timely manner.
Proficiency in using Microsoft products, particularly Excel and Word

Desirable
PhD in a science-related subject.
Experience in the user program at a large international user facility.
Experience in Large-Scale Facilities user programs and their systems, or similar systems at another user facility.
Experience in policy creation.
Awareness of data protection legislation; experience in managing customer data.

Travel
National and international travel required.

Benefits

IM@IT values its employees and offers a benefits package designed to provide an excellent work/life balance, including 30 days of annual leave and flexible working hours.

How to apply

Online applications are preferred for this role. Applicants must submit a CV and cover letter outlining their suitability for the position. Please ensure that the <u>job reference number 202402</u> is included in the filename description of each document uploaded. Failure to address the above criteria or to submit a covering letter with your application may result in the application being rejected. Assessment will be based solely on the content of your submitted covering letter and CV and not on the 'experience' section of the application.

For more information or to request a copy of the applicant pack and full job description, please contact viu@univiu.org.

The closing date for applications is **September 10th, 2024**, with interviews taking place from **September 16th**, 2024.

Additional Information

- Organisation: Venice International University - Unit of ISIS@MACH ITALIA
- Contract Type: Open Ended
- External Closing Date: September 10th, 2024
- Minimum Gross Salary per annum: € 45,000.00 to € 50,000.00 gross