

Job Description: User Office Team Member at ISIS@MACH ITALIA (IM@IT)

Position: User Office Team Member

Location: IM@IT - Unit Roma – University of Rome “Tor Vergata”

Contract Type: Open Ended

Salary: € 35,000.00 to € 40,000.00 gross per annum (based on skills and experience)

The applicant will be employed through 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 role in Office Team Member at 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 User Office Team Member role primarily encompasses all facets of ISIS@MACH ITALIA facility operations, projects, reports, management plans, information management enhancements, and monitoring user satisfaction levels.

The User Office Team Member will collaborate with a pool of expertise and IM@IT administrative personnel, with responsibilities including:

Job description. - Tasks

- Proven ability to interact with internal and external staff at all levels
- Experience organizing meetings, workshops and travel including booking travel and accommodation
- Evidence of continuous improvement of processes
- Proven ability to develop relationships with other teams and external bodies
- Arranging travel and accommodation for visitors (short term and long term)
- User registration and safety induction on arrival
- Liaising with external agencies, universities, institutes etc.
- Providing support for meetings, workshops and conferences
- Proven evidence of negotiating skills
- Maintaining user databases and web pages
- Answering telephones, checking emails and responding/forwarding accordingly
- Processing expense claims
- Dealing with general day to day queries
- Preparing user-related statistical reports
- Other general office tasks as required

Selection Criteria

Knowledge and Experience

- Good communication skills, both oral and written
- Numerate
- Proven experience of MS office systems particularly Word, Excel and Outlook
- Business and customer focused, previous experience of interacting and dealing with customers
- Proven experience of MS SharePoint

- Experience organizing meetings, workshops and travel including booking travel and accommodation
- Familiarly with use of databases

Personal skill and qualities

- Highly organized and proactive, with a 'can-do' attitude
- Excellent attention to detail
- Strong team player with the ability to work under pressure and alone
- Ability to re-prioritize rapidly and work flexibly depending on the situation

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 job reference number 202403 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: € 35,000.00 to € 40,000.00 gross