



Position Description

College/Division:	College of Engineering and Computer Science
Faculty/School/Centre:	Professional Services Group (Engagement)
Position Title:	Service Coordinator – Industry and Grants
Classification:	ANU Officer Grade 6/7
Position No:	20962
Responsible to:	Service Manager – Industry and Grants

PURPOSE STATEMENT:

The College of Engineering and Computer Science (CECS) Engagement Team exists to promote, support and foster better outcomes for our community both within and outside the College. Services delivered by the Engagement team enable better collective outcomes and contribute to the overarching (College-wide) strategy objectives.

The Services Coordinator provides comprehensive, high level support contributing to the efficient and effective provision of services through liaising with their team, supervisor and stakeholders across the College and wider University, providing robust and personalised advice and assistance on a wide range of policies, procedures and initiatives supporting the achievement of the College's and University's strategic goals.

KEY ACCOUNTABILITY AREAS:

Position Dimension & Relationships:

The Service Coordinator works closely with the other members of the industry and grants team, liaising with and providing high quality advice and service to a wide variety of staff, students and visitors. The Services Coordinator works collaboratively with the other teams within the College and broader ANU.

The context of the role is to provides high quality service to stakeholders in the College community and its stakeholders.

Role Statement

Under broad direction, the Services Coordinator will:

- Coordinate operational aspects and employ logic and reasoning to provide high level and, at times, complex advice and services on industry collaboration, research grants and funding opportunities, ensuring compliance with the University's Enterprise Agreement and associated policies, procedures and current legislation.
- Assist with the development, implementation and monitoring provision of reports to support the College's strategic initiatives, liaising with client areas and undertaking thorough investigative action when needed, analysing data and presenting it with insightful recommendations and/or solutions.
- Contribute to and participate in business improvement projects and new initiatives and provide input to develop and improve existing practices and processes, with a commitment to continuous improvement and service orientated best practice.
- Work with external stakeholders; including centralised services, other College's and external organisations, to support the College's strategy for short, medium and long term needs and aspirations.
- Provide high level committee support to various College committees, preparing documentation, correspondence and briefing notes, as required.
- Establish and maintain effective relationships with stakeholders within the area, wider ANU, and, where required, with external organisations.
- Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.
- Perform other duties as requested, consistent with the classification level of the position and in line with the principle of multi-skilling. Some adaptability may be required based on complexities of seasonal workflows in the sector.

Selection Criteria

1. Degree in a relevant field with demonstrated experience in a service orientated role in a complex organisation or an equivalent combination of relevant experience and/ or qualifications. Experience in a higher education environment is highly valued.
2. Sound knowledge of and demonstrated experience with contemporary practices in one of the following area; research grant management, industry collaboration and/or customer relationship management, with the ability to interpret and apply policies, procedures and legislative requirements as they relate to goals and initiatives of the team.
3. Demonstrated analytical and problem-solving skills, with a proven ability to use initiative, investigate issues, collect and analyse data and to make customised recommendations on solutions.
4. Proven organisational skills and ability to prioritise own workload and to work effectively both independently and as part of a broader team, meeting demanding deadlines and delivering high quality outcomes.
5. Demonstrated high level customer service and communication skills with an ability to liaise effectively with stakeholders in a culturally diverse environment.
6. Highly developed computer skills, including proficiency using the MsOffice suite and experience with online information systems. Advanced skills in Excel will be highly regarded.
7. A demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a university context.

ANU Officer Levels 6 and 7 are broad banded in this stream. It is expected that at the higher levels within the broadband occupants, through experience, will have developed skills and expertise enabling them to more independently perform the full range of duties at a higher level, and that more time will be spent on the more complex functions of the position.

The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the [Background Checking Procedure](#) which sets out the types of checks required by each type of position.

Printed Name:		Date:	
---------------	--	-------	--

References:

[Professional Staff Classification Descriptors](#)

	Australian National University	<h1 style="margin: 0;">Pre-Employment Work Environment Report</h1>
---	---	--

Position Details

College/Div/Centre	CECS	Dept/School/Section	Professional Services Group
Position Title	Service Consultant	Classification	ANU06/7
Position No.	20962	Reference No.	

In accordance with the Work Health and Safety Act 2011 (Cth) the University has a primary duty of care, so far as reasonably practicable, to ensure the health and safety of all staff while they are at work in the University.

- This form must be completed by the supervisor of the advertised position and forwarded with the job requisition to Appointments and Promotions Branch, Human Resources Division. Without this form jobs cannot be advertised.
- This form is used to advise potential applicants of work environment and health and safety hazards prior to application.
- Once an applicant has been selected for the position they must familiarise themselves with the University WHS Management System via Handbook guidance <https://services.anu.edu.au/human-resources/health-safety/whs-management-system-handbook>
- The hazards identified below are of generic nature in relation to the position. It is not correlated directly to training required for the specific staff to be engaged. Identification of individual WHS training needs must be in accordance with WHS Local Training Plan and through the WHS induction programs and Performance Development Review Process.
- 'Regular' hazards identified below must be listed as 'Essential' in the Selection Criteria - see 'Employment Medical Procedures' at http://info.anu.edu.au/Policies/_DHR/Procedures/Employment_Medical_Procedures.asp

Potential Hazards

• Please indicate whether the duties associated with appointment will result in exposure to any of the following potential hazards, either as a regular or occasional part of the duties.			
TASK	regular	occasional	
key boarding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
lifting, manual handling	<input type="checkbox"/>	<input type="checkbox"/>	
repetitive manual tasks	<input type="checkbox"/>	<input type="checkbox"/>	
Organizing events	<input type="checkbox"/>	<input type="checkbox"/>	
fieldwork & travel	<input type="checkbox"/>	<input type="checkbox"/>	
driving a vehicle	<input type="checkbox"/>	<input type="checkbox"/>	
NON-IONIZING RADIATION			
solar	<input type="checkbox"/>	<input type="checkbox"/>	
ultraviolet	<input type="checkbox"/>	<input type="checkbox"/>	
infra red	<input type="checkbox"/>	<input type="checkbox"/>	
laser	<input type="checkbox"/>	<input type="checkbox"/>	
radio frequency	<input type="checkbox"/>	<input type="checkbox"/>	
CHEMICALS			
hazardous substances	<input type="checkbox"/>	<input type="checkbox"/>	
allergens	<input type="checkbox"/>	<input type="checkbox"/>	
cytotoxics	<input type="checkbox"/>	<input type="checkbox"/>	
mutagens/teratogens/ carcinogens	<input type="checkbox"/>	<input type="checkbox"/>	
pesticides / herbicides	<input type="checkbox"/>	<input type="checkbox"/>	
TASK	regular	occasional	
laboratory work	<input type="checkbox"/>	<input type="checkbox"/>	
work at heights	<input type="checkbox"/>	<input type="checkbox"/>	
work in confined spaces	<input type="checkbox"/>	<input type="checkbox"/>	
noise / vibration	<input type="checkbox"/>	<input type="checkbox"/>	
electricity	<input type="checkbox"/>	<input type="checkbox"/>	
IONIZING RADIATION			
gamma, x-rays	<input type="checkbox"/>	<input type="checkbox"/>	
beta particles	<input type="checkbox"/>	<input type="checkbox"/>	
nuclear particles	<input type="checkbox"/>	<input type="checkbox"/>	
BIOLOGICAL MATERIALS			
microbiological materials	<input type="checkbox"/>	<input type="checkbox"/>	
potential biological allergens	<input type="checkbox"/>	<input type="checkbox"/>	
laboratory animals or insects	<input type="checkbox"/>	<input type="checkbox"/>	
clinical specimens, including blood	<input type="checkbox"/>	<input type="checkbox"/>	
genetically-manipulated specimens	<input type="checkbox"/>	<input type="checkbox"/>	
immunisations	<input type="checkbox"/>	<input type="checkbox"/>	
OTHER POTENTIAL HAZARDS (please specify):			
Supervisor/Delegate Name:		Lorena Sciusco	Date: 1/8/2022