

Position Description

Position Title: Program Operations Coordinator, Brain & Cognitive Health

Organisation: Snow Medical Research Foundation

Reports To: Senior Program Manager

Employment Type: Full Time, permanent

Location: Woolloomooloo, Sydney (3 days min onsite)

Position Purpose

The **Program Operations Coordinator, Brain & Cognitive Health** will support the effective delivery of Snow Medical's programs by coordinating the operational, administrative and project management activities that keep complex initiatives moving.

Working closely with the Senior Program Manager and broader Snow Medical team, you will help translate program plans into well-organised delivery. You will coordinate timelines, meetings, actions, documentation, reporting, budgets and stakeholder activities, ensuring that important commitments are followed through and that the Program Manager has clear visibility of progress, priorities, risks and upcoming decisions.

This is a highly organised, hands-on role suited to someone who enjoys bringing structure to complex and evolving work. You will work across multiple projects and stakeholders, helping establish practical systems and processes that enable ambitious research programs to operate efficiently.

The role will initially have a strong focus on Snow Medical's Brain and Cognitive Health activities but may support other programs and organisational priorities as required.

Key Responsibilities

Program and project coordination

- Support the day-to-day coordination and delivery of research programs and strategic initiatives.

- Develop and maintain project plans, timelines, milestone trackers and workplans in collaboration with the Program Manager and project teams.
- Track deliverables, dependencies, decisions and actions across multiple projects and proactively follow up outstanding items.
- Maintain a clear view of upcoming milestones, deadlines and decision points and ensure relevant stakeholders are prepared in advance.
- Coordinate activities across internal team members, researchers, institutions, advisers and other external stakeholders.
- Identify potential delays, operational issues or dependencies and escalate these to the Program Manager early.
- Help translate strategic decisions into clear actions, owners, timelines and follow-up.
- All managed with the support, management and governance of digital tools including AI.

Governance, meetings and decision support

- Coordinate program governance processes, including advisory groups, project meetings, reviews and other decision-making forums.
- Prepare meeting agendas, briefing materials and supporting documentation in collaboration with the Senior Program Manager.
- Coordinate meeting logistics, attendance and distribution of materials.
- Take clear and concise meeting notes where required, documenting decisions, actions, owners and deadlines.
- Maintain decision logs, action registers, risk registers and other key program documentation.
- Ensure agreed actions are followed through between meetings.
- Support preparation and coordination of materials for executive, Board and other governance processes.

Program monitoring and reporting

- Maintain systems for tracking program progress against agreed milestones, deliverables, budgets and objectives.
- Coordinate regular project and program reporting from funded teams and other partners.
- Collate information from multiple projects into clear progress updates for the Program Manager and Snow Medical leadership.
- Support preparation of program reports, dashboards, presentations and briefing materials.

- Maintain accurate and current program records and ensure key information can be readily accessed when required.
- Assist with identifying emerging delivery risks, delays or operational issues requiring attention.

Financial and administrative coordination

- Support program budget tracking and maintain accurate records of expenditure, commitments and forecasts in collaboration with Snow Medical's finance function.
- Coordinate invoices, purchase orders, payments and other financial administration associated with program activities.
- Support grant, funding agreement and contract administration, including tracking key dates, deliverables, reporting obligations and variations.
- Coordinate internal approval processes and ensure required documentation is complete and appropriately recorded.
- Maintain organised records relating to funding agreements, contracts, budgets and program documentation.
- Work with relevant internal and external teams to ensure administrative processes are completed efficiently.

Stakeholder and event coordination

- Coordinate meetings and interactions with researchers, scientific advisers, institutions, funders and other external stakeholders.
- Manage scheduling and logistics for workshops, scientific meetings, advisory groups, site visits and other program activities.
- Support domestic and international travel arrangements associated with program activities where required.
- Coordinate invitations, agendas, briefing materials and follow-up associated with stakeholder meetings and events.
- Maintain stakeholder and contact information and help ensure important relationships and follow-ups are appropriately tracked.
- Provide a professional and responsive point of coordination for external partners.

Systems and continuous improvement

- Establish and maintain practical systems, templates and processes that improve the efficiency and consistency of program operations.
- Help create simple and effective approaches to project tracking, document management, reporting and information sharing.

- Identify opportunities to streamline recurring administrative and operational processes.
- Maintain shared folders, program documentation and project management systems in a structured and accessible manner.
- Support effective information flow across the Snow Medical team.
- Contribute to a collaborative, responsive and high-performing working environment.

Selection Criteria

Essential

- Relevant tertiary qualification or equivalent professional experience in project coordination, business administration, research administration, health, science, professional services or a related area.
 - Demonstrated experience coordinating projects, programs or complex bodies of work involving multiple stakeholders and deadlines.
 - Excellent organisational skills and the ability to manage multiple concurrent activities without losing attention to detail.
 - Strong ability to develop and maintain project plans, trackers, schedules, action registers and other project management documentation.
 - Highly reliable follow-through and a demonstrated ability to ensure actions and commitments are completed.
 - Strong written communication skills, including the ability to prepare clear meeting notes, summaries, correspondence and project documentation.
 - Strong interpersonal skills and confidence communicating with stakeholders at different levels of seniority.
 - Ability to work effectively in an environment where priorities may evolve and projects may not always follow established processes.
 - Good judgement regarding when to resolve an issue independently and when to escalate it.
 - Strong proficiency with Microsoft Office applications, particularly Excel, PowerPoint, Word and Outlook, and confidence learning new project management and collaboration tools and use of AI systems.
 - Experience supporting budgets, invoices, contracts, grants or other financial and administrative processes would be advantageous.
 - Experience in medical research, universities, philanthropy, research funding, healthcare or another complex professional environment would be highly regarded but is not essential.
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Key Attributes

The Program Operations Coordinator, Brain & Cognitive Health will need to have the following core attributes:

Strong Communication Skills

Excellent oral and written communication skills to effectively communicate with internal and external stakeholders including Board, Investment Committee, team and partners. The ability to articulate Snow Medical's mission, engage with partners and communicate complex ideas clearly and compellingly is essential.

Team Player

Demonstrate teamwork skills with internal and external stakeholders associated with Snow Medical. This includes pitching in when required, providing support to other team members and showing equal respect to your colleagues and other team members. The role will develop and foster positive internal and external relationships to manage ad-hoc duties and tasks as directed by their manager and the Snow Medical team.

Delivery of Service

Ensure the highest quality and responsive delivery of service to the community, members and associates.

Confidentiality

The role requires handling of sensitive information of Snow Medical, members and associates and will not divulge any confidential information to any third party or other employee unless directed to do so by their manager.

Time Management Skills

They will have the responsibility of ensuring that all administration tasks i.e. coding of invoices and document organisation are completed in a timely manner to ensure costs are recorded for the monthly financial statements.

Presentation and Image

The Program Operations Coordinator, Brain & Cognitive Health must be professionally presented and have a clear understanding that they are always representing Snow Medical.

Snow Medical Values

The Program Operations Coordinator, Brain & Cognitive Health will positively follow the Foundation's values to ensure the culture is maintained as a family owned, positive, professional business.

Feedback

The Program Operations Coordinator, Brain & Cognitive Health may participate from time to time in a feedback process such as 360 degree or a formal review as part of their professional development and will use this feedback to understand development and learning opportunities associated with their role within the business. Annual reviews will be conducted with your direct manager, and we encourage live feedback at any time you or your manager feel necessary during your employment. It is expected that all staff engage in feedback discussions in an open and constructive manner and work together with their manager on genuine opportunities to improve performance.

Self-Starter

The role requires a level of autonomy in providing support to the Snow Medical team, members and stakeholders and identify priorities without ongoing direction as well as providing support at short notice when required. They will need to understand the position and create opportunities to better the role with fresh ideas and innovative ways of undertaking it.

Software

The role required to be proficient in all aspects of the following software programs:

- Microsoft Office software, including Word, Excel, PowerPoint and Outlook.

Target Safety – Aim High

All Snow Medical employees have a duty to:

- take reasonable care for their own health and safety.
- take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
- comply, so far as they are able, with any reasonable instruction that is given by Snow Medical Research Foundation to allow it to comply with its work, health and safety obligations.
- comply with any reasonable policy or procedure of Snow Medical Research Foundation relating to work health and safety.
- follow all Safe Working Procedures and Safe Work Method Statements relevant to their role.

Risk Management

All Snow Medical employees have a duty to identify and assess potential risks that may hinder the reputation, safety, security and financial prosperity of Snow Medical:

- Manage the process of identifying and assessing the risks that could/would affect the business.

- Report and communicate risk issues to your manager and/or Risk Management Committee as soon as possible.
- Implement where appropriate, risk control actions.
- Comply and implement systems, policies, and procedures for the identification of risk.