

Senior Research Services Officer

Research Portfolio

Academic Division



the university
for the real world

About QUT

QUT is a major Australian university with a global outlook and a 'real world' focus. We are one of the nation's fastest growing research universities and our courses are in high demand.

We are an ambitious and collaborative institution that seeks to equip our students and graduates with the skills they will need in an increasingly disrupted and challenged world. We are transforming the student experience we offer our 50,000 students and we place a premium on the international and national accreditation of our various professional degrees.

Our internationally award-winning Science and Engineering Centre is home to The Cube, acknowledged as one of the world's largest digital interactive learning and display spaces. QUT established the world's first Creative Industries Faculty, and we invest heavily in collaborative learning and interdisciplinary research environments, including the \$95M Education Precinct.

Further information about QUT can be obtained from the website at www.qut.edu.au.

Our Vision

QUT's [Blueprint 6](#) is our institutional strategic plan. The Blueprint formalises QUT's ambitions and declares our strong sense of purpose which is to provide transformative education and research relevant to our communities. It provides a framework and strategies to enable QUT to realise our vision to be the university for the real world and identifies the following priorities:

- support aspiration and inclusion
- encourage creativity and entrepreneurship
- embrace digital transformation and technology
- embed principles of health and wellbeing
- support Indigenous Australian engagement, success and empowerment
- enable professional engagement and ethical leadership and,
- focus on the environment and sustainability

Aligned to and supporting our vision are the QUT Values. These Values highlight what makes QUT distinct and successful. Providing a compass for our decisions, actions and behaviours and strengthening our community.

QUT Values

- Ambition
- Curiosity
- Innovation
- Integrity
- Inclusiveness

About the Research Portfolio

QUT has experienced the strongest, sustained research growth of any university in the sector over the last ten years. The scale and complexity of research at QUT has reached a level that requires enhanced processes and resources to support the University's research community in meeting its aspirations and compliance obligations.

The Research Portfolio provides high quality support and training and conducts compliance and reporting across a range of obligations at an organisational level in an environment of dynamic growth in cross institutional collaborations.

The Portfolio is currently comprised of five units including (but not limited to):

Office of Research Services (ORS) provides high quality support and assistance to QUT staff, students, collaborators and partners to identify, attract and manage funding from competitive, commercial, programmatic and consultancy sources. The Office also manages the university's research management platforms and coordinates internal and external research reporting.

Office of Research Ethics and Integrity (OREI) assists researchers in seeking ethical approval and governance of all human, animal and biological related research and in meeting statutory and research integrity obligations. OREI arranges research integrity, ethics and biosafety training.

Office of eResearch capitalises on digital disruption to deliver high-impact, transdisciplinary research. The Office works in partnership with researchers and end users to develop technological solutions that solve real-world problems by understanding the research question, bringing clarity to the technical and socio-technical challenges and applying leading-edge technology to develop solutions that meet the needs of QUT's stakeholders.

Graduate Research Centre (GRC) provides support and advice to higher degree research (HDR) candidates and supervisors across the HDR lifecycle including admissions and enrolment, award and administration of scholarships, candidature management and thesis examination.

Graduate Research Education and Development (GRE+D) supports learning and skills development for all research students and their supervisors, thereby preparing industry and work ready research graduates.

About the Position

As a Senior Research Services Officer you are an integral part of the Research Services Team, which delivers an exceptional research support service to the University. You are responsible for the coordination of high quality research support services to researchers within the Faculty and significantly contribute to the development, implementation and delivery of internal policies, systems and processes to effectively support research and the key strategic priorities for the Faculty.

You will assist with identifying opportunities to continuously improve research services in partnership with the Office of Research Services to align to current and future client needs and service delivery requirements.

You will interact with the Office of Research Services, academic and professional staff, current and potential students, external organisations and members of the public and work collaboratively within the Faculty.

On a day to day basis, the Research Services Team works under joint direction of the Associate Dean, Research and Executive Director, Office of Research Services.

This position reports to the Research Grants Specialist for supervision, workload management and for Performance Planning and Review (PPR).

Key responsibilities include:

- Provide high quality client-focused advice and research support services to meet the needs of the Faculty.
- Assist with development and delivery of high quality, proactive and relevant research support in relation to competitive grants, internal grant rounds, commercial

research projects and consultancy activities.

- In association with the Faculty, establish processes and support services for approved research projects, monitoring progress and proactively resolving problems in collaboration with the Office of Research Services.
- Contribute to the communications strategy for research services by identifying and disseminating information and advice pertaining to funding opportunities (competitive, commercial and consulting) that align with the research strategy of the Faculty.
- Inform the development and delivery of training programs for leading researchers to deliver with the purpose of building Faculty research capacity.
- Assist with development of research capability statements based upon analysis of available data and reports.
- Support researchers in maintaining positive research collaborations and partnerships, as part of the proposal development and post-award project management.
- Proactively manage submission and tender processes, including review of applications to maximise their chance of success, in collaboration with the Office of Research Services.
- Provide tailored advice on queries from researchers related, but not limited to, costs of research, preparation of draft budgets and project establishment. Assist with the establishment and maintenance of research project lifecycle processes, including monitoring and reporting of project performance in collaboration with the Office of Research Services.
- Build and maintain effective working relationships with key stakeholders to ensure the delivery of high quality services aligned to the Faculty needs.
- Engage with the Office of Research Services and University-wide Research Services teams and peers across QUT to leverage best practice systems and approaches to enhance the delivery of research.
- Compliance with health and safety policies, procedures, hazard reporting and safe work practices.

To ensure job flexibility the successful appointee may be required to:

- perform any other duties as nominated by the University consistent with the relevant classification descriptors detailed in the Enterprise Agreement. Staff undertaking any new duties will receive training;
- participate in job rotation or multiskilling in consultation with their supervisor;
- work across campuses.

Type of appointment

This appointment will be offered on an ongoing, full-time basis.

Location

Kelvin Grove campus.

Selection Criteria

1. Education, training and/or relevant experience equivalent to completion of a degree, in conjunction with at least four years' relevant experience preferably in a University work environment.
2. Demonstrated experience and in-depth current knowledge of research administration including the ability to interpret policies and procedures in relation to research administration in a complex environment and to provide clear and consistent advice to clients and teams.
3. Demonstrated verbal, written and interpersonal communication skills, including the ability to clearly communicate, consult, negotiate and liaise with internal and external stakeholders.
4. Demonstrated ability to proactively contribute to a high-functioning collaborative team environment with a strong client focus.
5. Proven ability to display initiative, contribute to new ideas, critically evaluate current systems and processes and proactively contribute to continuous improvement in the provision service delivery excellence.
6. Demonstrated experience in research data management including analysis and presentation of data for a variety of purposes using relevant software (e.g. Excel, Research Master (RM), Research Achievement Database (RAD), Oracle).

Remuneration and Benefits

The classification for this position is Higher Education Worker Level 7 (HEW7) which has an annual remuneration range of \$101,955 to \$111,526 pa. Which is inclusive of an annual salary range of \$86,889 to \$95,045 pa and 17% superannuation.

In July 2020 QUT staff voted in favour of a variation to its Enterprise Agreements. The variations were approved by the Fair Work Commission in August 2020.

The variation impacts leave loading (for new staff no loading will be paid or accrued during the period the variation is in effect), salary increases (the salary increase which was due to occur in the first full pay period of December 2020 has been deferred until the first full pay period of December 2021) and superannuation (superannuation will be paid to staff as though the salary increase which would have been paid in December 2020 has taken effect and, subject to the rules of the superannuation fund, a defined benefit member will continue to make contributions in alignment with the contributions made by the University). A link to the variation is [here](#).

Beyond personal and professional fulfilment, a career at QUT brings a broad range of tangible benefits. With competitive remuneration including superannuation, the University offers real and generous benefits.

QUT is a high quality and flexible organisation that is proud of its excellent employment conditions which include but are not limited to:

- Reduced working year scheme
- Parental leave provisions
- Study support encompassing leave and financial assistance
- Comprehensive professional development
- Salary Packaging

Further benefits can be found at the [Working at QUT](#) page.

Information for applicants

Open to ongoing staff whose substantive position is redundant or a staff member whose substantive position is in a job family to be reduced in size or any ongoing, fixed-term, casual or sessional staff member including those employed on or after 23 April 2020.

Indigenous Australians who have not been employed by QUT previously are also eligible and are encouraged to apply.

If there are applications from phase 1 eligible staff, these will be assessed by the selection panel. In the event that there are no suitable candidates from phase 1, applications from phase 2 candidates will be provided to the Selection Panel.

For further information about the position, please contact Katie York, Associate Director, Research Services, on 0450 928 428; or for further information about working at QUT contact Human Resources on (07) 3138 4104.

Candidates who are interested in the position are encouraged to apply even though they may feel they are not strong on individual selection criteria.

In assessing merit, the panel will take into consideration “performance or achievement relative to opportunity”. We recognise that many staff today have a range of personal circumstances, and career histories that challenge traditional ideas of a staff member. This may mean, for example, prioritising the quality of achievement rather than the quantity, as considerations of part-time employment, career interruptions and significant periods of leave are taken into account when assessing performance or achievement.

How to Apply

For further information and to apply, please visit www.qut.edu.au/jobs for reference number **21048**.

When applying for this position we encourage you to upload your current resume and response to the selection criteria.

Applications close 26 January 2021