POSITION DESCRIPTION

Position Title:	Research Services Manager
Cluster / Business Unit / Division	Nuclear Science & Technology – Research
Section or Unit:	Research Office/Business Excellence
Classification:	Band 6
Position Description Number:	PD-2192
Work Contract Type:	Administration
STEMM/NON-STEMM	NON-STEMM

POSITION PURPOSE

The Research Services Manager is responsible for the management and delivery of administrative support for key functions of the Research Office, including management and compliance reporting of research grants, capture and reporting of research metrics, and other processes enabling the effective management of research.

The position is also responsible for the management of the NST Operational Support team. This position enables a quality research experience through the provision of operational support to internal and external researchers, ANSTO's senior leaders, research themes and research infrastructure platforms. The Research Services Manager within the Research Office is responsible for day-to-day guidance, support and co-ordination of activities within the Research Office.

ORGANISATIONAL ENVIRONMENT

ANSTO is the national organisation for nuclear science and technology and as such uses nuclear science to benefit industry, people, and the environment. We focus on delivering excellence in innovation, insights and discovery through our people, partnerships, nuclear expertise, and landmark infrastructure.

Nuclear Science & Technology (NST) incorporates ANSTO's research, innovation, landmark research infrastructure and associated platforms and capabilities. NST conducts research and development in relation to nuclear science and technology and connects people, transfers knowledge and provides nuclear-based products and services for the benefit of Australia.

NST's Research Portfolio undertakes world class applied and translational research utilising nuclear techniques to foster innovation in research and development programs to enhance ANSTO's contribution to supporting a sustainable and healthier future for our country, the planet and people everywhere

The Research Services Manager develops, delivers, and operates systems, processes, and capabilities to translate outputs generated from research and development conducted in NST into products, services and new intellectual property. The Research Office is responsible for the research information systems, the RIMS system, the ANSTO portal and Laboratory scheduling and sample management systems and key processes within NST such as support services, relationship management and innovation transfer, assurance, integrated business planning, knowledge management and research grants. Key customers and stakeholders are NST staff, external platform users and research collaborators, partners, Government, IAEA, industry and other ANSTO groups.

ACCOUNTABILITIES & RESPONSIBILITIES

Key Accountabilities

- Manage the NST Operational Support team.
- Data reporting - Utilise available software and systems for reporting on research activities, analysis and reporting of data and information associated with ANSTO's publications, grant and other funding applications in consultation with other internal stakeholders.
- Liaise with other ANSTO internal stakeholders and obtain information relating to ANSTO's research systems, portals, grant management and report on research outcomes, publications and emerging trends and issues in ANSTO's core scientific endeavours.
- Assist with research, student and visitor agreements. Assist with the management of research collaboration agreements and associated student agreements, in consultation with internal stakeholders including ANSTO Legal.
- Support the management of research integrity and governance. Support the responsible conduct of research at ANSTO.
- Encourage professional development. Coordinate research-related professional development programs, events, training forums and assist with relationship management of key external stakeholder networks such as AINSE.
- Manage ANSTO, Distinguished, Research, and Innovation Fellows and Appointments. Manage and negotiate arrangements for the appointment of these ANSTO Fellows.
- Manage ANSTO Visiting Fellow arrangements and associated agreements. Manage arrangements for visits of researchers from appropriate third parties.
- RAS Scheme – Assist with the management of the Research Account Scheme.
- RMSI Program – Assist with the management of the Research Merit Salary Increase Program (RMSI) in consultation with the ANSTO Human Resources and Finance Teams
- Develop and maintain business processes relating to this role and continually assess administrative and operational activities to develop and deliver improved and more efficient processes.
- Provide administrative and other support for the Graduate Institute. Support the activity of the Director of the Graduate Institute including administrative arrangements around student agreements, coordinating student engagement, and supporting the Director in developing training programs for students.

- Undertake additional duties as required and during periods of leave of other staff.

Decision Making

- The position works within a framework of policies and professional guidelines. Within this framework the position has some independence in determining the objectives of the unit, including deciding on methods and approaches, operations, and project planning.

- Exercise experience in administrative practices and knowledge of NST/ANSTO to determine priorities related to the key accountabilities within the scope of the role.
- The position requires the exercise of personal judgement, problem solving and people skills to address non-routine matters as they arise.

- Assess and make recommendations to the Director of the Graduate Institute for approval of relocation and travel funding awarded from by Graduate Institute

- The Research Services Manager determines key work priorities within the context of agreed work plans and will consult with Director, Research Office on complex, sensitive and major issues that have impact on the Research Services unit, or NST group.

- The levels of authority delegated to this position are those approved and issued by the Chief Executive Officer. All delegations will be in line with the ANSTO Delegation Manual AS-1682 (as amended or replaced).

Key Challenges

- Ensuring good customer service, response times and deliver efficiencies whilst managing visitor and staff expectations on the level of service offered by the Research Office.

- Ensuring continual improvement and implementation of best practise with limited time to develop and document processes, including other conflicting priorities and deadlines.

- Ensuring personal data and information is treated as sensitive and using discretion in decision making around provision to other parties.

- The customer facing nature of this position and the Research Office operating times can sometimes make it difficult to schedule activities (meetings, training etc.) requiring all team members' attendance at the same time.

- Ensuring effective support is provided to all NST across a geographically dispersed stakeholder group.

- Harmonising disparate systems and processes across NST.

- Being a visible change agent and taking an active role in embedding the new operating model during a period of significant cultural and organisational change and support and actively contributing to developing a high-performance workforce.

- Adapting to changes and upgrades to software and systems while ensuring the least possible impact on day-to-day system access and activity.

KEY RELATIONSHIPS

Who	Purpose
Internal	
Manager, Business Excellence	- Receive guidance and direction - Provide expert, authoritative and evidence-based advice - Staff engagement and quality recruitment - Negotiate and report on budgets and resources consistent with operational plans and goals - Recommend and gain endorsement for plans and goals and other initiatives
NST Senior Leaders	Collection, analysis and presentation of Metrics
NST Leaders	- Liaise for verification of internal projects, process changes and metrics collection - Collaboration reporting - Regular interaction to receive guidance and direction on non-routine queries and tasks - Provide progress updates on projects, CRISP implementation Graduate institute administrative process - Provide input into continuous improvement processes for the Research Office
Research Services staff	- Provide oversight and co-ordination of day-to-day activities of the team - Lead improvement processes within the Office - Be the first point of contact for nonstandard queries - Contribute to the group decision making processes, planning and goals
IT Staff	Work collaboratively on CRISP project
Nuclear Security and Nuclear Safeguards	Communicate as required for security access for new and returning Graduate Institute members and Fellows
ANSTO Enterprise Services	Communicate as required for HR Onboard related access for users

HR Shared Services	• Meet as required to facilitate improvement actions for onboarding process for scholarship recipients.
ANSTO Legal Services	• Graduate Institute Scholarship agreements
External	
Universities and Commercial Customers	• Coordinate Graduate Institute Scholarship agreements
Graduate Scholarship recipients and members	• First point of contact for non-routine queries from Graduate Institute members and Scholarship recipients • Communication of scholarship outcomes
Review Committees	• Assist in review committees – setting meeting taking actions and decisions.

POSITION DIMENSIONS

Staff Data	
Reporting Line	Manager, Business Excellence
Direct Reports	4 x Operational Support staff
Indirect Reports	Nil

Financial Data	
Revenue / Grants	Nil
Operating Budget	Nil
Staffing Budget	Nil
Capital Budget	Nil
Assets	Nil

Special / Physical Requirements	
Location:	Lucas Heights Working in different areas of designated site/campus as needed
Travel:	May be required travel to ANSTO sites from time to time
Physical:	Office based physical requirements (sitting, standing, minimal manual handling, movement around office and site, extended hours working at computer)
Radiation areas:	Not applicable
Hours:	Willingness to work extended and varied hours based on operational requirements
Clearance requirements:	Satisfy ANSTO Security and Medical clearance requirements

Workplace Health & Safety	
Specific role/s as specified in AG-2362 of the ANSTO WHS Management System	All Workers

ORGANISATIONAL CHART

Refer to published Organisational Chart.

KNOWLEDGE, SKILLS AND EXPERIENCE

1. Diploma in business administration or equivalent experience
2. Extensive experience working in customer focused environment.
3. Have an ability to learn new technologies quickly.
4. Strong organisational skills. Proficient time and workload management skills with demonstrated ability to prioritise and manage competing demands. Manage multiple tasks, meet deadlines and achieve required outcomes with keen attention to detail and a demonstrated self-starting approach to work.
5. Ability to effectively manage workload given competing priorities
6. Highly developed interpersonal, written, and verbal communication skills
7. High level of diplomacy
8. Comfortable interacting with senior position holders.
9. Demonstrated experience in managing effective relationships with key stakeholders
10. Analytical skills

VERIFICATION

This section verifies that the line manager and appropriate senior manager/executive confirm that this is a true and accurate reflection of the position.

Line Manager		Delegated Authority	
Name:	Alison Simpson	Name:	Suzanne Hollins
Title:	Acting Manager Business Excellence	Title:	Head of Research
Signature:		Signature:	
Date:		Date:	