RESEARCH FELLOW IN AUSTRALIAN CONSUMER & RETAIL STUDIES

DEPARTMENT/UNIT The Australian Consumer and Retail Studies

FACULTY/DIVISION Faculty of Business and Economics

CLASSIFICATION Level B

WORK LOCATION Caulfield campus

ORGANISATIONAL CONTEXT

Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit www.monash.edu.

The Monash Business School undertakes education, research, consultancy and community engagements across all the main business and economics disciplines. It offers a comprehensive selection of awards including bachelor degrees, specialist master degrees by coursework, the Master of Business Administration (MBA), masters by research, and the PhD. Student numbers exceed 14,000, making it one of the largest business education providers in Australia.

The Monash Business School operates across all four Australian campuses (Berwick, Caulfield, Clayton and Peninsula) and, together with business schools in South Africa and Malaysia, makes up Monash University’s Faculty of Business and Economics.

The Monash Business School is structured into seven discipline-based departments (Accounting, Banking and Finance, Business Law and Taxation, Econometrics and Business Statistics, Economics, Management, and Marketing) as well as a number of research centres, units and groups in specialist areas such as behavioural economics, development economics, employment and work, and retail studies.

To learn more about the Monash Business School, please visit our website: www.buseco.monash.edu.au.

The Department of Marketing is one of the largest providers of tertiary level marketing education in Australia. From a teaching perspective, we offer undergraduate and postgraduate programs in a range of marketing disciplines across all campuses and using various teaching modes. The Department also has a strong research profile and a vibrant research culture. We are a leader in marketing education in the southern hemisphere and are committed to maintaining this pre-eminent position in a rapidly changing educational environment by continuing to deliver teaching and research at the cutting edge of marketing technology and practice. For more information about our Department and the work we do, please visit our website: https://www.monash.edu/business/marketing.

The Australian Consumer and Retail Studies (ACRS) is an independent retail and consumer research unit based within the Department of Marketing at the Caulfield campus. The ACRS provides a range of research and consulting services to the private sector. Research priorities are developed in consultation with clients and
promote research-led marketing strategy and thought leadership. Established in 1990, the ACRS has a long history of working with world leaders in retail and marketing on a range of research and education projects. Today, the ACRS is one of Australia’s leading specialist consumer research units.

Since 2013, ACRS has conducted industry-benchmarking research in Customer and Shopper Experience and Satisfaction across the Retail Landlord sector in Australia. We also provide research services to commercial clients looking to future-proof their business with independent, expert research and insights. ACRS services a diverse range of clients, from multi-national corporations, market research and advertising agencies, to retail technology and social enterprise start-ups. For more information, visit: https://www.monash.edu/business/acrs.

**POSITION PURPOSE**

The purpose of this role is to contribute to the delivery of Customer and Shopper Experience and Satisfaction research program conducted in collaboration with Retail Landlords across Australia, and contribute to the growth and diversification ACRS and Department of Marketing’s research portfolio. The full time fixed term position is located within the Department of Marketing at the Caulfield campus.

**Reporting Line:** The position reports to Managing Director, ACRS

**Supervisory Responsibilities:** Not applicable

**Financial Delegation:** Not applicable

**Budget Responsibilities:** Not applicable

**KEY RESPONSIBILITIES**

Specific duties required of a Level B research-only academic may include:

1. The conduct of research either as a member of a team or independently and the production of conference and seminar papers and publications from that research
2. Supervision of research-support staff involved in the staff member’s research
3. Guidance in the research effort of junior members of research-only Academic staff in their research area
4. Contribution to the preparation or, where appropriate, individual preparation of research proposal submissions to external funding bodies
5. Involvement in professional activities including, subject to availability of funds, attendance at conferences and seminars in the field of expertise
6. Administrative functions primarily connected with their area of research
7. Occasional contributions to the teaching program within the field of the staff member’s research
8. Co-supervision or, where appropriate, supervision of major honours or postgraduate research projects within the field of the staff member’s area of research
9. Attendance at meetings associated with research or the work of the organisational unit to which the research is connected and/or at departmental, school and/or faculty meetings and/or membership of a limited number of committees

**KEY SELECTION CRITERIA**

**Education/Qualifications**

1. The appointee will have:
   - A doctoral qualification in the relevant discipline area or equivalent qualifications or research experience

**Knowledge and Skills**

2. Prior client-facing experience and demonstrated ability to build and maintain client relationships
3. Demonstrated ability to satisfactorily complete commercial research projects, including experience with SPSS and other quantitative research and analysis methods

4. Excellent organisational, administrative and project management skills

5. Leadership skills with the ability to develop team work practices to deliver high quality service

6. Demonstrated ability to interpret University policies and procedures for research to provide expert advice

7. High level of interpersonal, oral and written communication skills with the ability to relate positively, liaise effectively, maintain confidentially and strengthen relationships

8. Ability to use initiative, work under limited supervision and perform effectively in a team environment

9. A well-articulated research agenda and demonstrated potential to publish in reputable international journals

10. Strong conceptual and analytical skills and the ability to provide high level reports

11. High level computer skills and abilities in Microsoft Office and data management software

**OTHER JOB RELATED INFORMATION**

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted

**LEGAL COMPLIANCE**

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.