SENIOR RESEARCH SUPPORT OFFICER

DEPARTMENT/UNIT
Arts Research and Business Development

FACULTY/DIVISION
Faculty of Arts

CLASSIFICATION
HEW Level 6

WORK LOCATION
Clayton 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.

Monash Arts is one of the largest, most diverse and dynamic arts faculties in Australia, with particular strengths in the humanities, performing arts, languages and social sciences. We encourage the development of innovative studies that operate at the intersection of traditional academic disciplines. The Faculty delivers programs via seven schools and across six campuses, both in Australia and offshore, with courses ranging from undergraduate diplomas and degrees through to postgraduate coursework and research degrees.

Monash Arts is justly proud of the research capacity of its staff, who work at the cutting edge in their fields and carry this expertise and enthusiasm into their teaching. To learn more about Monash Arts, please visit our website: https://arts.monash.edu/research.

The Arts Research and Business Development Office is responsible for supporting the Dean and Associate Dean Research and the broader Arts community in delivering the outcomes of the Faculty’s research and business development strategy. The office provides tailored support including the identification of funding opportunities, proposal and application support, and the collection, collation and reporting of data relating to research performance and benchmarking. The team provides strategic advice to the Dean and the senior management team to facilitate the delivery of the Faculty’s research and business development objectives.

POSITION PURPOSE
The Senior Research Support Officer provides an integrated administrative service for research staff on research matters across the Faculty of Arts, aligned with Faculty strategy. The position provides substantial high level administrative support in the submission of category 1 research applications and other funding proposals. The Senior Research Support Officer helps to ensure that staff comply with research-related policies, relevant procedures are in place and are communicated across the Faculty.

Reporting Line: The position reports to the Research Development Manager, under general direction

Supervisory Responsibilities: Not applicable
Financial Delegation: Not applicable
Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Plan, implement and manage a range of complex administrative tasks related to proposal development and submission of grant applications, particularly Category 1 (Australian Research Council, NHMRC), including organising related meetings and events, and being the subject matter expert for all general grant-related queries

2. Deliver high-level and effective service to academic staff, including prompt issues resolution and adherence to privacy, confidentiality and compliance requirements in the preparation of grant applications, by interpreting guidelines, preparing budgets, and supporting the submission of proposals

3. Actively participate and assist in the development and implementation of continuous improvement activities relating to the team’s practices/protocols, quality assurance standards and services

4. Keep abreast of developments, activities and protocols in relevant research administration areas through liaison with management staff and peers, reading relevant literature and attending meetings and seminars

5. Promote the Faculty’s research strengths through social media and webpages including content editing, develop high quality flyers and promotional materials; provide proactive and high quality service-oriented support materials for schools and the broader Arts research community

6. Undertake the input and analysis of data, and provide reports including comprehensive BI and other performance data to Faculty management and schools as required

7. Provide sound and timely specialist advice and support to other staff, clients and stakeholders in areas of administrative and service responsibility

8. As required, contribute to the administration of the Faculty and School internal grant schemes, including tracking scheme budgets, executive support to Faculty, Early Career Researcher and School research committees, support for workshops, panels, communication to applicants and promotional activities

9. Build and sustain effective working relationships with a network of colleagues including Monash Research Office, clients and other stakeholders to support and facilitate efficient service delivery

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
   - A degree in a relevant field with subsequent relevant experience; or
   - extensive experience and specialist expertise or broad knowledge in technical or research administrative fields; or
   - an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

2. Excellent administration skills and a demonstrated capacity to develop and implement effective operational processes and systems

3. Excellent organisational skills, including the ability to set priorities, manage time and plan work to meet deadlines, and excellent attention to details

4. A strong commitment to excellence in customer service and a hands-on approach to service provision

5. Demonstrated ability to work as an effective member of a team as well as the ability to exercise high levels of independence, judgement and initiative
6. Strong analytical and problem-solving skills, with well-developed budget development skills
7. Highly-developed written and verbal communication skills, including the ability to interact with a diverse range of stakeholders and negotiate positive outcomes to complex issues
8. Highly developed computer literacy, including experience using business software such as Microsoft Office, Adobe Software and Research and Business information systems (Research Professional)
9. Good working knowledge and understanding of the external funding environment in the tertiary sector, and an ability to apply knowledge to the local context
10. Ability to manage web content, produce written material to influence and engage internal and external stakeholder audiences such as newsletters, flyers and collateral, and create engaging and accurate content for social media platforms such as Twitter

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.