POSITION DESCRIPTION

Position Title: Head, Commercial Operations
Organisation Unit: TetraQ Research Infrastructure Centre (TetraQ RIC)
Position Number: 3033316
Type of Employment: Full time, fixed-term
Classification: HEW Level 9

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world’s top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (45), QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). UQ again topped the nation in the prestigious Nature Index, and our Academic Ranking of World Universities result in the field of Life and Agricultural Sciences is the highest in Australia at 20.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland’s highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 240,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences,
sustainable minerals, bioengineering and nanotechnology, as well as social science research.
UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

**Organisational Environment**

Operating within the Office of the Deputy Vice Chancellor Research (ODVCR), the TetraQ Research Infrastructure Centre (RIC) mission is to provide best practice Preclinical and Clinical testing services for University of Queensland researchers and fee-for-service external clients. The RIC core services and expertise comprises a drug development ‘tool-kit’ which includes the capacity to conduct pharmacokinetics, toxicology and bioanalytical studies.

The RIC has world-class state-of-the-art physical infrastructure encompassing purpose-renovated space and leading-edge equipment including LC-tandem mass spectrometry and immunoassay platforms within its bioanalytical facility located on UQ's Herston campus. Toxicology and pharmacokinetics studies are completed in a well-equipped rodent animal facility on the UQ ST Lucia campus.

All studies are performed within quality assured laboratories according to OECD Good Laboratory Practice by NATA (National Association of Testing Authorities) standards. This accreditation means that data generated by the TetraQ RIC is conducted to industry pharmaceutical and biotechnology standards and will be accepted for review by international regulatory agencies.


**Information for Prospective Staff**

Information about life at UQ including staff benefits, relocation and UQ campuses is available at [http://www.uq.edu.au/current-staff/working-at-uq](http://www.uq.edu.au/current-staff/working-at-uq)
DUTY STATEMENT

Primary Purpose of Position

The Head, Commercial Operations, is responsible for the promotion and development of TetraQ RIC Preclinical and Clinical services to both UQ researchers and external clients. The incumbent will also work with the Head, Bioanalytical Services to ensure that the TetraQ RIC project portfolio and workloads are sustainable and project targets/timelines are achievable.

Duties

Duties and responsibilities include, but are not limited to:

- Development and execution of strategies for promotion of TetraQ RIC services to external clients (national and international). These strategies should be based on a strong technical understanding of the organisation’s services and include consideration of approaches to:
  - Maintain and expand business relationships with existing clients in Australia and overseas (especially US and China).
  - Develop new clients in Australia and overseas (especially US and China).
- Prior to contract signing will evaluate and confirm the feasibility of project timelines based on available workloads and resources.
- Take a proactive role in management of project timelines and management of client expectations.
- Regular travel to meet with prospective clients both nationally and internationally.
- Development and execution of strategies for promotion of TetraQ RIC services to internal UQ researchers to ensure optimal utilisation of the facility within the University.
- Management of external and internal new business enquiries from point of contact to contract execution, including proposal development with appropriate technical support from other RIC staff.
- Effective liaison with UQ administrative units (eg Research Management Office, Research Legal, Finance and Business Services) to ensure optimal delivery of TetraQ RIC services.
- Implementation of a Customer Relationship Management software system to track clients and prospective clients.
- Development of TetraQ RIC costing procedures to ensure full cost-recovery.
- Ensure appropriate margins are built into projects and that procedures are in place for cost-recovery of project over-runs resulting from unexpected technical issues.
- Proactively engage with TetraQ RIC technical staff to ensure alignment of business and technical operations and proactively identify improvement opportunities.
- Effectively represent and advocate TetraQ RIC preclinical/clinical scientific capabilities at university and industry networking events and at relevant scientific/biomedical conferences.
- Other duties as required by TetraQ RIC Director.
• Compliance with all Quality Management System and OH&S requirements.

**Other**

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

- the [University’s Code of Conduct](#)
- requirements of the Queensland occupational health and safety (OH&S) legislation and related [OH&S responsibilities and procedures](#) developed by the University or Institute/School
- the adoption sustainable practices in all work activities and compliance with associated legislation and related University [sustainability responsibilities and procedures](#)

**Organisational Relationships**

The position reports to the Director, TetraQ RIC. Supervision of support staff as required.
SELECTION CRITERIA

Essential

- Bachelor’s level qualification in a relevant scientific discipline.
- Business development experience in preclinical or clinical R&D in the biotechnology/pharmaceutical sector.
- Demonstrated business development skills.
- Highly effective interpersonal and client relationship management skills.
- Strong technical/scientific understanding of preclinical and clinical R&D processes, including toxicology, pharmacokinetics and bioanalytical studies.
- Excellent written and oral communication skills.
- Familiarity with project management and CRM software tools.
- Capacity to plan strategically and effectively on behalf of a business unit that works within a larger organisational structure.
- Highly-developed interpersonal skills, including the ability to liaise, consult, negotiate and influence prospective clients (both internal and external).
- A proven ability to be highly organised, self-motivated and self-managing, including a demonstrated capacity to establish work priorities, meet timelines and achieve outcomes in a multi-faceted position.
- Ability to work independently, accept responsibility and quickly adapt to changing priorities.

Desirable

- PhD level qualification in a relevant scientific discipline.
- MBA or other relevant business qualification.
- An understanding of Quality Management Systems implemented in an industry or research setting.

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage (http://www.uq.edu.au/equity) for further information and points of contact if you require additional support.

This role is a full-time position; however flexible working arrangements may be negotiated.

Accessibility requirements and/or adjustments can be directed to the contact person listed in the job advertisement.