Position Description

College/Division: College of Engineering and Computer Science
Faculty/School/Centre: Professional Services Group (Engagement)
Position Title: Service Officer – Industry and Grants
Classification: ANU Officer Grade 5
Position No: 19386
Responsible to: Service Manager – Industry and Grants

PURPOSE STATEMENT:
The Services Officer – Industry & Grants provides high quality advice, services and support to stakeholders on a wide range of research management related matters, contributing to the efficient and effective operations of the Industry & Grants team to support and promote research activities and strategies.

KEY ACCOUNTABILITY AREAS:
Position Dimension & Relationships:
The Services Officer – Industry & Grants works closely with the other members of the Industry & Grants team and with colleagues across campus, liaising with and providing quality advice and service to a variety of academic and professional staff. The Services Officer – Industry & Grants is responsible for the provision of day-to-day research administration, post-award processes, data analysis and general advice on a wide range of matters related to research funding and grant applications, ensuring compliance with the University's policies and procedures, adherence to deadlines, data accuracy, and timely escalation of more complex aspects to the relevant team members.

Role Statement
Under general direction, the Services Officer – Industry & Grants will:
- Provide high quality administrative support to the area’s research management portfolio, including supporting Research Services team with workload, and reviewing documentation for compliance against all relevant policies, procedures, guidelines and external organisations.
- Provide accurate and timely advice to applicants, and respond to general enquiries on research issues.
- Provide high quality support for operational aspects such as:
  - Support the team in the preparation of research proposals including sourcing funding opportunities and their distribution; assisting with: scheme coordination, expression of interest administration and budget development; conducting compliance checks on eligibility and technical matters; coordinating peer review processes and providing application feedback.
  - Provide administration support throughout the project lifecycle from concept to closure, including compliance, advertisement, application process and managing research outcomes and outputs.
  - Assist with the acceptance of funding proposals including liaising with stakeholders and drafting acceptance documentation for internal funding.
  - Collect, develop, process and maintain research management information on the University's research management system, including research data and procedural documentation.
  - Collect, monitor and lodge milestone reports.
  - Maintain and update communication tools, including the unit's website content and research management processes and guidelines.
- Review documentation for accuracy in language and grammar, completeness and compliance with relevant policies, ensuring sufficient funding availability.
- Ensure timely preparation, analysis and distribution of periodic and ad hoc reports on research management related activities, investigating issues and presenting possible solutions.
- Assist the supervisor with the implementation of University-wide research management initiatives, providing timely and high quality support.
- Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.
- Perform other duties as directed, consistent with the classification level of the position and in accordance with the principle of multi-skilling.
### Selection Criteria

1. Relevant degree or an equivalent combination of relevant experience and training in a role providing administrative and operational support in a complex organisation, with a keen interest in research management.
2. Demonstrated ability to interpret and provide advice on policies, procedures and guidelines.
3. Demonstrated high level customer service and strong communication skills with the ability to write effectively with accuracy, and the ability to consult and liaise effectively with a wide range of stakeholders in a culturally diverse environment.
4. Proven organisational skills and attention to detail, with a demonstrated ability to prioritise own workload and to work effectively both independently and as part of a team, meeting competing deadlines and delivering high quality outcomes.
5. Demonstrated analytical skills with the ability to identify problems in own area and to participate in problem resolution, undertaking proactive investigative action, identifying and/or managing risks, escalating complex matters when needed, and contributing to solutions, with a focus on continuous improvement.
6. High level computer skills with demonstrated experience using online information systems and the MsOffice suite, in particular Excel.
7. Demonstrated ability to generate complex reports and experience maintaining, editing/proofreading information is required.
8. A demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a University context.

The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the Background Checking Procedure which sets out the types of checks required by each type of position.

<table>
<thead>
<tr>
<th>Printed Name:</th>
<th>Date:</th>
</tr>
</thead>
</table>

**References:**

[Professional Staff Classification Descriptors](#)