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POSITION DESCRIPTION

Laboratory Manager, CCL

Faculty/Division	DVC-Research and Enterprise
Classification Level	Professional 8
Hours & Span (Category)	G - Administrative, Clerical, Computing, Professional & Research Staff
Position number	ADMIN ONLY
Shiftwork status	NOT SHIFTFORKER
Allowances	N/A
On call arrangements	N/A
Original document creation	11 September 2024

Position Summary

The Chemical and Consulting Laboratory (CCL) is a central research unit within the Mark Wainwright Analytical Centre (MWAC) at UNSW Sydney providing specialist technical advice to industry and other external clients, and setting priorities and standards of service to meet the requirements of this diverse client/user base.

The Laboratory Manager, CCL will be responsible for the operations of the CCL lab including initial client contact, coordinating sample delivery and workflow of each project, and managing the scientific team within the laboratory. The role will also be responsible for business development with industry partners and for facilitating their access to analytical services across the Centre. The role provides professional and technical support necessary to ensure the continuity and operation of the CCL in the Analytical Centre including ensuring efficient delivery of analytical services and reports on time and within budget.

The role reports to the Chief Operating Officer, MWAC and has up to two direct reports.

Accountabilities

Specific accountabilities for this role include:

- Independently manage the day-to-day operations and resourcing of the CCL lab, which includes managing workflow for all jobs, staff management, training, and leadership as well as management of the facility budget and revenue.

- Consult and liaise with MWAC staff and industry partners to ensure timely completion of instrumental analysis ensuring it remains within budget.
- Lead and oversee industry engagement to build new and existing relationships, acting as primary liaison to central bodies of the industry and university partners and developing new funding opportunities to maximise commercial opportunities. This includes, undertaking promotional and marketing activities to develop new customer relationships and increase engagement from different business areas.
- Liaise and negotiate with clients, along with technical staff across the Centre to provide expertise for analytical work carried out ensuring any complex requests, legal obligations and customer relationship management matters are handled professionally and efficiently.
- Oversee, coordinate and undertake chemical and instrumental analysis of a diverse range of samples that are provided to CCL from industry partners in an efficient and timely manner. Ensure any requests or enquiries are responded to efficiently and courteously.
- Promote the capabilities available to industry partners by representing CCL at professional events, conferences, seminars, and workshops, and assist in the production of content for digital and social media.
- Oversee and undertake the implementation of the relevant quality ISO 9001 procedures and processes and ensure that they are followed by their direct reports.
- Responsible for researching, developing, evaluating and validating experimental methods as required for new analysis. Any new methodologies would be determined with input from MWAC academic staff.
- Actively seek opportunities to expand MWAC's commercial capabilities through the adoption of new instrumentation, technical training, or in response to changing market demands. Promote these new capabilities through available marketing channels or professional events.
- Manage and implement WHS processes and safe work procedures for the facility.
- Align with and actively demonstrate the [Code of Conduct and Values](#)
- Ensure hazards and risks psychosocial and physical are identified and controlled for tasks, projects, and activities that pose a health and safety risk within your area of responsibility.

Skills and Experience

- A degree in Analytical Chemistry or Industrial Chemistry or an equivalent demonstratable level of knowledge gained through any other combination of education, training and/or experience.
- Significant experience working in chemistry/chemical analysis in an industrial laboratory with demonstrated experience of dealing with external stakeholders. This includes proven knowledge and experience in wet chemical techniques and instrumental analyses.
- Ability to interpret infrared spectra and a good understanding of other commonly used laboratory instrumentation techniques, such as DSC, TGA, GLC, HPLC, NMR, ICP/OES, XRF and XRD.
- Demonstrated experience working with, training and supervising others within a research environment.
- Excellent written and verbal communication skills, with a high level of attention to detail for deliverables produced. Proven ability to influence senior management and stakeholders as appropriate to ensure successful outcomes.

- Sound influencing and consultation skills and proven ability to interact effectively with diverse stakeholders.
- Demonstrated ability to work collaboratively and productively within a team, but also to take initiative and work independently while managing competing demands.
- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.