

## Position Description

### Research Infrastructure Operations and Quality Advisor

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<b>Position No:</b>	NEW
<b>Business Unit:</b>	Senior Deputy Vice-Chancellor, Research & Industry Engagement
<b>Division:</b>	Pro Vice-Chancellor, Research Capability
<b>Department:</b>	Research Platforms
<b>Classification Level:</b>	HEO7
<b>Employment Type:</b>	Full time, fixed term
<b>Campus Location:</b>	Melbourne (Bundoora)
<b>Other Benefits:</b>	<a href="http://www.latrobe.edu.au/jobs/working/benefits">http://www.latrobe.edu.au/jobs/working/benefits</a>

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

Office of Research Infrastructure - <https://www.latrobe.edu.au/research-infrastructure>

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#### For enquiries only contact:

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## **Position Context/Purpose**

Research excellence is at the core of La Trobe University's *Research 2030* strategic plan that will bolster La Trobe's reach and impact, grow research collaboration and partnerships and enhance the experience and outcomes for graduate researchers. Overseen by the Pro Vice Chancellor (Research Capability), the Office of Research Infrastructure is a key enabler that supports the conduct of research, through the provision of capabilities, equipment and expertise, to enable and accelerate new outcomes by our research students, broader research community and industry partners.

The Office of Research Infrastructure is responsible for the strategic oversight of La Trobe's research equipment and facilities, capital funding for research equipment and Digital Research (eResearch) program. La Trobe has invested in centrally-supported research capabilities through its Research Platforms program, which brings equipment, capabilities and expertise together under a governance and management framework to accelerate research programs.

A full-time position for a Research Infrastructure Operations and Quality Advisor is now available for an initial term of three years. Reporting to the Director, Research Infrastructure, the appointee will be passionate about supporting research, innovation and continuous improvement. They will primarily be responsible for implementing and maintaining a quality management system to ensure that La Trobe is recognised for the high-quality research delivered through its Research Platforms. The role will include operational and administrative functions, support the promotion of, and engagement with, La Trobe's capabilities and build effective relationships with stakeholders across the university and industry partners to understand and respond to the needs of the research community.

### **Duties at this level will include:**

- Developing and implementing a quality management system across the Research Platforms, auditing and seeking accreditation, including establishing policies and procedures, maintaining documentations and continuously improving the system.
- Mapping and evaluating operational processes to identify potential efficiency gains, trends, strengths, weaknesses, opportunities and risks, and recommending process improvements, and developing solutions to enable appropriate and timely action to be administered to achieve the University's strategic objectives.
- Benchmarking and evaluating existing service provision by keeping abreast of changes and innovations to research capabilities, to ensure appropriate developments and innovative solutions that enhance capabilities and maximise service quality, efficiency and continuity.
- Establishing and maintaining strategic and collaborative relationships with researchers and professional staff across the divisions and schools of the university, including Research Platforms, to ensure best practice and efficient and effective service delivery to clients.
- Building capacity through engagement with the research community, including facilitating training and information seminars, organising workshops, special programs, targeted services and other development activities and establishing communities of practice or user groups.
- Supporting the day-to-day operations of the Research Platforms including, developing standard operating procedures, facilitating with the costing and billing processes, maintaining the platforms' websites and creating newsletters.
- Co-ordinating planning, delivery, monitoring, evaluation and reporting of programs related to the University's research infrastructure portfolio in cooperation with a range of stakeholders.
- Working closely with colleagues across the University to deliver strategic outcomes in relation to the University's research infrastructure, including support to develop business cases or grant submissions for participation in state and national research infrastructure programs, such as NCRIS and LIEF.

- Occasional travel to the regional campuses to engage with researchers and facilitate access to required research infrastructure and capabilities.
- Provision of secretariat support for the committees associated with the Research Platforms, including annual reporting.
- Responsibility for independently monitoring, reviewing and developing procedures in one's own functional area. Ability to cross specialist, organisational or functional boundaries to coordinate actions and propose initiatives.
- Anticipating customer needs/requests, identifying opportunities and facilitating change management.
- Developing proposals or recommendations and providing advice to staff at higher levels on program objectives, organisational structures and budget expenditure.
- Providing consultancy advice to others and being recognised as the expert in a specialised area of theoretical, policy or technical complexity.
- Negotiating solutions where a range of interests have to be accommodated, often requiring working with contributors with different areas of expertise.
- Other duties as required.

## **Essential Criteria**

### **Skills and knowledge required for the position.**

- A postgraduate qualification in a relevant discipline with several years of experience in a complex research institution; or extensive experience and management expertise; or an equivalent alternate combination of relevant knowledge, training and/or experience.
- Experience implementing or maintaining a quality management system, training in quality audits and knowledge of the ISO9001 accreditation framework, including a commitment to continuous improvement.
- Experience in the operations of centralised research facilities with a focus on service provision and an understanding of policies and practices associated with the successful operation of collaborative research infrastructure facilities.
- Excellent written and verbal communication skills, with an emphasis on the ability to evaluate, analyse and communicate information clearly.
- Self-motivation and initiative with proven ability to identify improvements, formulate and implement innovative solutions aligned with strategy and policy, and contribute to strategic planning.
- Excellent interpersonal skills, especially the capacity to work collaboratively and cooperatively in small teams and to manage multiple stakeholders to achieve stated outcomes.
- Demonstrated management and leadership skills, including the ability to build and maintain relationships with colleagues, students and external clients, provide strategic advice and influence positive outcomes.
- Demonstrated experience using software, systems, databases and workflows in the management of large projects or programs, including financial and resource management.

### **Capabilities required to be successful in the position.**

- Knowledge of own strengths, weaknesses and biases – modifying behaviour, based on self-reflection and feedback, to respond to others with empathy and act on feedback to improve knowledge, skills and behaviour.
- Ability to work collaboratively, create a safe, inclusive, high-performing culture and tailor communication in a way that is meaningful to the audience – consistently modelling accountability, connectedness, innovation and care.

- Demonstrated creative and critical thinking, ability to generate ideas to solve local problems and recommend improvements to current work practices.
- Ability to make sense of data to inform decision-making – building a culture in which staff members actively contribute to the continuous improvement of local practices.

## Essential Compliance Requirements

To hold this La Trobe University position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

## Position Flexibility

We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

## La Trobe’s Cultural Qualities:

### WE ARE CONNECTED



We are **connected** to each other and the communities around us. We engage with those communities to learn from our past, inform our present and impact our future.

### WE ARE INNOVATIVE



We are **innovative** in tackling the most important issues of our time. We are inquisitive and seek to develop new ideas that positively impact the way we work and the world around us.

### WE ARE ACCOUNTABLE



We are **accountable** for what we do and share a commitment to excellence. We are courageous and respectful in the way we hold ourselves and each other to account.

### WE CARE



We **care** about what we do and value the power of education and research. We care about each other and strive to create a safe and inclusive community.

## Why La Trobe:

- Develop your career at an innovative, global university where you’ll collaborate with community and industry to create impact.
- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics
- Help transform the lives of students, partners and communities now and in the future

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you’ll join exceptional people, partners and communities, who power our operations with ambition and purpose.

Our success can be attributed to its strong sense of community. We have a long-standing commitment to diversity, inclusion and social justice; we are committed to providing a workplace where all staff feel valued, respected and supported to achieve their full potential. We strive to build a workplace where all employees of diverse backgrounds, abilities, experiences, sexuality, gender, religion and age are welcome, valued, respected and one that is representative of our community. We demonstrate our cultural qualities by holding ourselves accountable and creating a culture of

trust and innovation while genuinely caring for one another.

**Other Information**

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

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Initials:            Date: