Research Support Administrator

(Outcomes Measurement)

ORGANISATIONAL ENVIRONMENT

UNSW is currently implementing a ten-year strategy to 2025 and our ambition for the next decade is nothing less than to establish UNSW as Australia's global university. We aspire to this in the belief that a great university, which is a global leader in discovery, innovation, impact, education and thought leadership, can make an enormous difference to the lives of people in Australia and around the world.

Following extensive consultation in 2015, we identified three strategic priority areas. Firstly, a drive for academic excellence in research and education. Universities are often classified as 'research intensive' or 'teaching intensive'. UNSW is proud to be an exemplar of both. We are amongst a limited group of universities worldwide capable of delivering research excellence alongside the highest quality education on a large scale. Secondly, a passion for social engagement, which improves lives through advancing equality, diversity, open debate and economic progress. Thirdly, a commitment to achieving global impact through sharing our capability in research and education in the highest quality partnerships with institutions in both developed and emerging societies. We regard the interplay of academic excellence, social engagement and global impact as the hallmarks of a great forward-looking 21st century university.

To achieve this ambition we are attracting the very best academic and professional staff to play leadership roles in our organisation.

UNSW BEHAVIOURS

UNSW recognises the role of employees in driving a high-performance culture. The behavioural expectations for UNSW are below.

Demonstrates Excellence	Drives Innovation	Builds Collaboration	Embraces Diversity	Displays Respect
Delivers high performance and demonstrates service excellence	Thinks creatively and develops new ways of working. Initiates and embraces change	Works effectively within and across teams. Builds relationships with internal/external stakeholders to deliver outcomes	Values individual differences and contributions of all people and promotes inclusion	Treats others with dignity and empathy. Communicates with integrity and openness

OVERVIEW OF RELEVANT AREA AND POSITION SUMMARY

UNSW Business School is a leader in business education and research in the Asian region and one of the largest Business Schools in Australia with more than 15,000 students, 500 academic and professional staff and more than 80,000 alumni and partners. The Business School offers a full suite of business degree programs at undergraduate, postgraduate, coursework and research levels, including the AGSM MBA programs and a range of Executive Programs. Its direction is guided by a business advisory council of leading CEOs, chairpersons and other business leaders.

The Business School's reputation is built on its outstanding staff, students and alumni and a cultural diversity which ensures an international focus. It also has a long history of deep industry engagement, and takes pride in the impact it has through its educational and research activities. The School is frequently ranked among the top 50 in the world, and in some areas among the top 20, according to global indicators. For further information, see: https://www.business.unsw.edu.au/

The **Centre for Social Impact** (CSI) is a national research and education centre dedicated to catalysing social change for a better world. CSI is built on the foundation of three of Australia's leading universities: UNSW Sydney, The University of Western Australia, and Swinburne University of Technology.

Our **research** develops and brings together knowledge to understand current social challenges and opportunities; our postgraduate and undergraduate **education** develops social impact leaders; and we aim to **catalyse change** by drawing on these foundations and translating knowledge, creating leaders, developing usable resources, and reaching across traditional divides to facilitate collaborations.

The Centre operates in alignment with the UNSW Business School and is a critical work unit responsible for delivery of academic priorities of the University and in interactions with students, alumni, industry, government, professional bodies and the community.

CSI's UNSW office comprises research, education, and operations teams, a national marketing & communications team and the national CSI CEO.

Amplify Social Impact (Amplify), spearheaded by CSI UNSW, is an innovative, world-first solution to tackle the root causes of complex social problems to create a more equitable and just society. Amplify will catalyse and facilitate sustainable systemic change, by creating an approach and online platform that will help move the sector away from siloed responses. Amplify aims to address complex social issues via a three-pronged approach:

1. Development of a research agenda to produce rigorous evidence about key social issues (the Evidence Base),
2. Engagement of industry partners across the business, social business, not-for-profit, academic, and government sectors to identify and pursue innovative solutions (Connecting and Convening for Systems Change Events), and
3. Development of an online platform for: understanding if, where, and for whom social problems exist via the Australia's Social Pulse tool, accurately measuring social impact via the Indicator Engine tool, and reporting and benchmarking social outcomes via the Yardstick tool.

The Research Support Administrator will provide administrative and research assistance to CSI research projects focused on outcomes measurement and capacity building and the Amplify Social Impact project. They will conduct research under the direction of the Director – Social Impact Industry and the Manager – Amplify Social Impact. They will also provide support to Australia's Social Pulse (ASP), Indicator Engine, and Yardstick outreach & training implementation along with the coordination of Systems Change events. These objectives will help to increase the centre's reputation for research leadership in social impact by establishing a strong, thriving, high quality research and education environment.

The role of Research Support Administrator (Outcomes Measurement) reports to the Director – Social Impact Industry and has nil direct reports.

Other Key relationships include Academic and Professional Research staff at CSI UNSW and partner universities UWA and Swinburne.

RESPONSIBILITIES

- Assist researchers with the preparation of ethics applications, grant applications and annual and other progress reports, quantitative and qualitative data collection, data management, transcription of interviews with research participants, quantitative/qualitative data analysis, and preparation of publications

- Conduct research literature searches to identify outcome indicators for projects and publications, data entry, coding of audio and/or video-recorded interviews, and data accuracy checking

- Contribute to event design, facilitation, and participant recruitment into studies, events, trainings, and respondent follow up opportunities

- Provide general administrative support to the Amplify Social Impact project, including coordination of participant registrations, meeting space, schedules, and other logistics

- Deliver Indicator Engine, Australia's Social Pulse (ASP), Yardstick, and outcomes measurement trainings, in-person and online (as appropriate) to social purpose organisations across Australia

- Other appropriate tasks assigned by the Director or Manager or their delegated authority relevant and consistent with the position

- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others

SELECTION CRITERIA

- A relevant tertiary qualification in a social science discipline or in an area of relevance to CSI and an aptitude for understanding social impact content areas such as collective impact, social change, and systems thinking.

- Previous experience:
  - providing research assistance for studies in an area of relevance to CSI
  - coordinating events, including on-site or off-site management of registrations, sourcing of venues and supplies, or other event logistics
  - teaching various audiences how to use tools, technology, or research findings

- Demonstrated excellent written and verbal communication skills and academic writing skills.

- Well-developed interpersonal and communication skills (ideally with previous experience in a customer service context) with the ability to liaise with a diversity of stakeholder and client groups.

- Well-developed administrative and time management skills, with the ability to plan and undertake assigned tasks and prioritise workload to meet deadlines

- Knowledge of or aptitude to learn various IT software, such as research-related computer programs (such as SPSS, Stata, NVivo and Endnote) and proficiency with the Microsoft Office applications (in particular, Excel)

- Knowledge of or commitment to attending relevant training in equal employment opportunity principles and health and safety policies and procedures.

> *It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.*