

Position Description

Manager, Technical Support



Faculty/Portfolio	Deputy Vice-Chancellor (Research)
School/Centre	Institute for Frontier Materials
Basis of Employment	Full-time (36.75 hours per week) and continuing
Primary Location of Work	Geelong Waurin Ponds Campus
Classification	HEW 10
Reporting Line	General Manager

ABOUT DEAKIN

Deakin University is proud to be recognised as an organisation that offers a friendly, supportive and challenging working environment. Our staff are committed to making a genuine difference to people's lives through excellence in education and research. We acknowledge the importance of providing a dynamic and diverse working environment and offer variety in day-to-day roles as well as professional development opportunities to assist staff to grow and progress their careers. Deakin University staff have the opportunity to interact with colleagues from a diverse range of cultures and professional backgrounds, all of whom share a common interest in lifelong learning.

Deakin is Australia's sixth largest university and ranks first in Victoria for both student satisfaction and graduate employment. Deakin operates five campuses; the Cloud Campus, Melbourne Burwood Campus, Geelong Waurin Ponds Campus, Geelong Waterfront Campus, and the Warrnambool Campus. We have corporate centres in Melbourne's CBD, and at the Burwood, Waterfront and Waurin Ponds campuses, as well as offices in South Asia, China, Indonesia, Latin America, Europe, Malaysia, Vietnam, Pakistan and Singapore.

WHY WORK FOR OUR UNIVERSITY?

[OFFICE OF THE DEPUTY
VICE-CHANCELLOR
\(RESEARCH\)](#)

[INSTITUTE FOR
FRONTIER MATERIALS](#)

[Benefits of working
at Deakin](#)

[Deakin's Strategic
Plan – LIVE Agenda](#)

DEAKIN'S PROMISE TO EQUITY, DIVERSITY AND INCLUSION

At Deakin we value diversity, embrace difference and nurture a connected, safe and respectful community. Deakin is an Employer of choice for Gender Equality, a proud member of the SAGE Athena SWAN program seeking gender equity for Women in STEMM, and a Gold award holder in the Australian Workplace Equality Index for LGBTI inclusion. We strongly encourage applications from Aboriginal and Torres Strait Islander people and people of all cultures, abilities, sex and genders.

deakin.edu.au/about-deakin/careers-at-deakin



POSITION OVERVIEW

The Manager, Technical Support is responsible for creating and implementing strategies to achieve the goals and objectives of the Institute for Frontier Materials (IFM), with respect to Environment, Health and Safety, Technical Support and Research Support. The position leads a team of staff responsible for the day to day implementation and management of policies within these areas.

POSITION CONTEXT

The aim of the Institute is to create and transform knowledge into practical solutions that will advance health, the environment and the economy. The Institute is located in the Office of the Deputy Vice-Chancellor (Research).

The Manager, reports directly to the General Manager, IFM and is an advisor to the senior executive group within IFM. The Manager will provide leadership and direction to the Technical Services team and the Research Support team.

The Manager is part of the Institute's senior management and interacts closely with the Director, General Manager, Senior Research Leaders and other Managers within the Institutes. The position is a member of the Institute's Occupational Health and Safety (OH&S) Committee and represents the Institute on central University committees and other University-wide forums.

The Manager works closely with other senior staff within Faculties and Divisions in pursuit of the University's goals. This includes: identifying needs; participation in review and creation of policy and administrative practices; development of new programs in collaboration with other areas; and providing advice to senior officers of the University.

Key Relationships:

Internal	<ul style="list-style-type: none">• General Manager• Occupational Health and Safety Manager• Senior Research Leaders and other Managers within the Institute• A member of various central University committees and other University-wide forums.• Senior staff within Faculties and Divisions
External	<ul style="list-style-type: none">• Consultants• Technical professionals outside the University

PRINCIPAL RESPONSIBILITIES

- Provide direction and leadership to the Technical Services Team within IFM, with responsibility for strategy and policy development in the areas of technical services and laboratory and facility support.
- Support the occupational, health and safety (OH&S) manager of the Institute in the development and implementation of an organisational framework within the Technical Services Team that ensures effective communication between groups, leading to consistency of OH&S practice.
- Manage the organisational framework to ensure the best support for the research activities of the academic staff across the Institute and contribute to policies and procedures that support this framework.
- Oversee the acquisition, installation and commissioning of new areas of research including procedures, inductions, new equipment, and work systems.
- Management of area related budgets.
- This role has staffing responsibilities and must therefore ensure staff and own adherence to University policies and procedures, including but not limited to those relating to equal opportunity, occupational health and safety, risk management, staff development and staff performance planning and review.

PRINCIPAL RESPONSIBILITIES

- Advise and contribute effectively to the IFM Executive Leadership Team to enable the Institute's strategic vision and direction to be achieved through the provision of exemplary leadership, guidance and support on technical support

matters.

- Build and enhance the capability of the individual members of the Technical Services Team to provide the necessary services to support the academic staff in achieving the organisations objectives/targets. Meeting regularly to ensure efficient and effective outcomes for the provision of technical services support are maintained.
- Apply significant knowledge of industry trends and development to continually improve service to the research community.
- Manage expenditure to meet the budget for the Technical Support Area, including personnel and operations. Work with the IFM Finance team to ensure financial reporting is accurate and timely.
- Liaise with IFM's Facility Manager to coordinate the implementation of building projects and refurbishments or major plant installation for the Institute in areas relating to technical services and research support. This includes responsibility for implementing plans, and the allocation of resources to ensure requirements are met.
- Meet regularly with the, General Manager, senior research staff and technical staff, for the purposes of planning and management of the Institute's space and building projects
- Develop and implement policy and procedures that deliver a consistent approach to the management of Technical Support, including the induction and training of staff and students within the Institute.
- Support the Institute OH&S Manager, ensuring a coordinated process for monitoring and reporting on OH&S performance of the Institute (through ad hoc and routine safety inspections).
- Any other duties as directed, commensurate with the scope and classification of the position.

ABOUT YOU

To be successful at Deakin you are willing to enthusiastically embrace the Deakin Offer and Promise as expressed in the Deakin University Strategic Plan, and must share the University's values.

You will be a person who is ambitious for Deakin University's success and optimistic about its future; and will display diligence, have great resolve and a focus on producing results.

SELECTION CONSIDERATIONS

Qualifications and Experience:

- A postgraduate qualification in a relevant science, engineering or technology discipline or equivalent

Capabilities and Personal Attributes:

- Understanding of the risk assessment process in a research environment.
- Demonstrated ability to develop collaborative work teams.
- Strong oral and written communication skills, including the ability to represent the Institute and the University internally and externally.
- High-level interpersonal skills and the ability to motivate, persuade and negotiate.
- Capacity to work as a team member and to contribute to the organisational development of the Institute and the University as a whole.
- High order analytical and problem solving skills and the ability to develop innovative solutions.
- Demonstrated ability to provide leadership and direction to staff, including the capacity to ensure that staff are developed to their full potential.
- Proven ability to plan at both strategic and operational levels, and the organisational skills to ensure the delivery of complex programs and services on time and on budget.
- A strong understanding of occupational health and safety.
- Demonstrate the ability to exercise sound judgment, initiative, diplomacy, tact and discretion as well as proven experience handling sensitive and personal information in a confidential and appropriate manner

SPECIAL REQUIREMENTS

- Working With Children Check (refer to Recruitment Procedure)

DISCLAIMER

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.