



**Australian
National
University**

Position Description

College/Division:	ANU College of Health and Medicine and ANU College of Science
Faculty/School/Centre:	Joint Colleges Administration - Science; Health & Medicine
Department/Unit:	Research Management
Position Title:	Research Services Officer
Classification:	ANU Officer Grade 5 (Administration)
Responsible to:	Assistant Manager, Research Management

PURPOSE STATEMENT:

The Research Services Officer 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 Research Services team to support and promote research activities and strategies. The Research Services Officer 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.

KEY ACCOUNTABILITY AREAS:

Position Dimension & Relationships:

The Research Management team, within the Joint Colleges Administration - Science; Health & Medicine, aligns its work with the University's strategic priorities as a national institution committed to excellence in research, education and contribution to public policy development. Working to support the objectives of the Joint Colleges Administration - Science; Health & Medicine, members of the office integrate values of leadership, collaboration, resilience, approachability, flexibility in problem solving, respect and inclusiveness, adaptability and reliability into their actions and management of their relationships with staff and students within the Colleges, across ANU, and to the community both nationally and internationally.

Role Statement:

Under the general direction of the Assistant Manager, the Research Services Officer will:

1. Provide high quality administrative support to the area's research management portfolio, including supporting the Research Services team and reviewing documentation for compliance against all relevant policies, procedures and guidelines of the ANU and applicable external organisations.
2. Provide accurate and timely advice to applicants and respond to general enquiries on research issues.
3. 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.
4. Review documentation for accuracy in language and grammar, completeness and compliance with relevant policies, ensuring sufficient funding availability.
5. Ensure timely preparation, analysis and distribution of periodic and ad hoc reports on research management related activities, investigating issues and presenting possible solutions.
6. Assist the supervisor with the implementation of University-wide research management initiatives, providing timely and high quality support.
7. Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.
8. Other duties consistent with the position classification.

SELECTION CRITERIA

1. Relevant degree or an equivalent combination of relevant experience and training in a role providing administrative support in a complex organisation, with a keen interest in research management.
2. Demonstrated high level customer service and interpersonal skills with an approachable nature and an ability to develop strong working relationships with a wide range of stakeholders in a culturally diverse environment.
3. Demonstrated ability to interpret and provide advice on policies and procedures, with an ability to communicate clearly and effectively with a diverse range of people, both verbally and in writing.
4. Proven organisational skills and attention to detail, with a demonstrated ability to prioritise own workload and to work effectively both independently and collaboratively within a team, meeting competing deadlines and delivering on promised outcomes.
5. Demonstrated ability to use initiative, identify issues and assist with problem resolution, whilst remaining adaptable and solutions focused.
6. High level computer skills with demonstrated experience using online information systems and the MsOffice suite, particularly Excel. An ability to generate complex reports and maintain, edit and proofread information is required.
7. A demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a University context.

Delegate Signature:

Date:

Printed Name:

Position:

References:

[General Staff Classification Descriptors](#)

[Academic Minimum Standards](#)

Pre-Employment Work Environment Report

Position Details

College/Div/Centre	CHM & COS	Dept/School/Section	JCS Administration – Research Management
Position Title	Research Services Officer	Classification	ANUO5 (Administration)
Position No.		Reference No.	

In accordance with the Occupational Health and Safety Act 1991 the University has a duty of care to provide a safe workplace for all staff.

- This form must be completed by the supervisor of the advertised position and forwarded with the job requisition to Appointments and Promotions Branch, Human Resources Division. Without this form jobs cannot be advertised.
- This form is used to advise potential applicants of work environment issues prior to application.
- Once an applicant has been selected for the position consideration should be given to their inclusion on the University's Health Surveillance Program where appropriate – see . http://info.anu.edu.au/hr/OHS/Health_Surveillance_Program/index.asp
Enrolment on relevant OHS training courses should also be arranged – see http://info.anu.edu.au/hr/Training_and_Development/OHS_Training/index.asp
- 'Regular' hazards identified below must be listed as 'Essential' in the Selection Criteria - see 'Employment Medical Procedures' at http://info.anu.edu.au/Policies/_DHR/Procedures/Employment_Medical_Procedures.asp

Potential Hazards

- Please indicate whether the duties associated with appointment will result in exposure to any of the following potential hazards, either as a **regular** or **occasional** part of the duties.

TASK	regular	occasional	TASK	regular	occasional
key boarding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	laboratory work	<input type="checkbox"/>	<input type="checkbox"/>
lifting, manual handling	<input type="checkbox"/>	<input type="checkbox"/>	work at heights	<input type="checkbox"/>	<input type="checkbox"/>
repetitive manual tasks	<input type="checkbox"/>	<input type="checkbox"/>	work in confined spaces	<input type="checkbox"/>	<input type="checkbox"/>
catering / food preparation	<input type="checkbox"/>	<input type="checkbox"/>	noise / vibration	<input type="checkbox"/>	<input type="checkbox"/>
fieldwork & travel	<input type="checkbox"/>	<input type="checkbox"/>	electricity	<input type="checkbox"/>	<input type="checkbox"/>
driving a vehicle	<input type="checkbox"/>	<input type="checkbox"/>			
NON-IONIZING RADIATION			IONIZING RADIATION		
solar	<input type="checkbox"/>	<input type="checkbox"/>	gamma, x-rays	<input type="checkbox"/>	<input type="checkbox"/>
ultraviolet	<input type="checkbox"/>	<input type="checkbox"/>	beta particles	<input type="checkbox"/>	<input type="checkbox"/>
infra red	<input type="checkbox"/>	<input type="checkbox"/>	nuclear particles	<input type="checkbox"/>	<input type="checkbox"/>
laser	<input type="checkbox"/>	<input type="checkbox"/>			
radio frequency	<input type="checkbox"/>	<input type="checkbox"/>			
CHEMICALS			BIOLOGICAL MATERIALS		
hazardous substances	<input type="checkbox"/>	<input type="checkbox"/>	microbiological materials	<input type="checkbox"/>	<input type="checkbox"/>
allergens	<input type="checkbox"/>	<input type="checkbox"/>	potential biological allergens	<input type="checkbox"/>	<input type="checkbox"/>
cytotoxics	<input type="checkbox"/>	<input type="checkbox"/>	laboratory animals or insects	<input type="checkbox"/>	<input type="checkbox"/>
mutagens/teratogens/ carcinogens	<input type="checkbox"/>	<input type="checkbox"/>	clinical specimens, including blood	<input type="checkbox"/>	<input type="checkbox"/>
pesticides / herbicides	<input type="checkbox"/>	<input type="checkbox"/>	genetically-manipulated specimens	<input type="checkbox"/>	<input type="checkbox"/>
			immunisations	<input type="checkbox"/>	<input type="checkbox"/>
OTHER POTENTIAL HAZARDS (please specify):					

Supervisor's Signature:		Print Name:		Date:	
----------------------------	--	-------------	--	-------	--

Behavioural Attributes

The purpose of this document is to provide descriptions of the key attributes that underpin the workplace behaviours and attitudes (how the job is done) of staff within the Joint Colleges of Science administration team.

1. Teamwork, collaboration and communication

Proactively addresses conflict and disagreements which affect team cohesiveness; works effectively with others in the organisation and outside the formal lines of authority (i.e. peers, other teams, senior management) to accomplish organisational goals; considers the impact of their decisions on others and shares credit with others for team accomplishments.

Openly exchanges information in a timely manner, knows who to keep informed, checks for understanding. Relates well to all kinds of people and builds constructive and effective relationships, treating others professionally, respectfully and courteously; uses diplomacy and tact. Develops effective customer (internal and external) relationships. Good team player that works effectively and cooperatively with others. Communicates knowledge and ideas orally and/or in writing with clarity and effectiveness.

2. Positive and approachable

Relates well to a variety of people – supervisors, subordinates, peers, clients and colleagues in other work units; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can defuse high-tension situations comfortably; maintains a positive approach to work, including during periods of change and uncertainty.

3. Initiative and problem solving

Solves difficult problems with effective solutions; asks good questions and probes all fruitful sources for answers; can see underlying or hidden problems and patterns; looks beyond the obvious and doesn't stop at the first answers. Makes good decisions based on analysis, experience and judgment; has a proven track record over time; is sought out by others for advice and solutions. Knows when to refer to or consult with a supervisor and doesn't overly rely on them; uses confidential information with discretion. Anticipates and provides business solutions giving high priority to customer satisfaction.

4. Leadership

At all levels

Takes a role in mentoring and training staff; initiates new processes and change; demonstrates autonomy and takes ownership of projects and tasks; does not overly rely on supervisors for problem solving; sets an example for others in the workplace and contributes positively to shaping culture.

In leadership roles

Develops and articulates clear vision and purpose; attracts and selects strong people; motivates, guides and coaches staff through constructive feedback; inspires commitment; engages and develops people by providing them with meaningful opportunities; deals effectively with poor performance and unwanted behaviors; models the behavior being asked of others.

5. Resilience

Persists with and focuses on achieving objectives even in difficult circumstances; remains positive and optimistic; monitors own emotional reactions and remains controlled; continues to move forward, sustaining



effort despite criticism or set-backs; overcomes obstacles and rapidly recovers from setbacks; withstands criticism from stakeholders and maintains composure when under pressure; remains relaxed, composed and focused during a crisis.

6. Flexibility and adaptability

Originates and adapts new ideas to achieve organisational objectives and goals; demonstrates imagination; effectively manages risk associated with new ideas; encourages change when appropriate and is flexible and adaptive to changing situations; is comfortable with uncertainty and ambiguity; looks forward to new opportunities, viewing them as creative challenges.

Overcomes resistance to change; maintains effectiveness despite changing tasks, responsibilities, co-workers, and environments; works changes in priorities and team composition into work processes.

7. Reliable

Can be depended upon with confident certainty; consistent dependability of judgment, character and performance. Punctual; complete work in a timely manner; and do what they say they will do. Responds to work assignments and requests by being cooperative and available. Demonstrates a good attendance record; is aware of the impact that missing work will have on the customer as well as co-workers; follows through with commitments; can be counted on to meet deadlines; maintains consistent and predictable schedule.