

Position Title	Research Administration Assistant
Classification	Level 4
School/Division	School of Population and Global Health
Centre/Section	The Raine Study
Supervisor Title	Follow Up Coordinator
Supervisor Position Number	320479
Position Number	

Your work area

The Raine Study is one of the largest, most successful longitudinal research studies of pregnancy, childhood, adolescence, and adulthood to be carried out anywhere in the world. The original participants (2,900 pregnant women), called Generation 1, were recruited to the study in 1989-1991. They and their partners have continued to participate in our ongoing research by attending regular physical assessments and completing online questionnaires.

The Raine Study team has been collecting data at multiple time-points from this same group over the past 34 years by undertaking in-person and online assessments, as well as of their children (Generation 2) who were born between 1989 and 1992, and now their grandchildren (Generation 3). There are currently more than 250 researchers utilising the data across four overarching areas of research which includes Physical Health, Mental Health, Lifestyle and Genetics.

The Raine Study is launching its next follow-up project and, as part of the team, you will be responsible for contacting these participants and scheduling them in for their next round of participation.

Reporting structure

Reports to: Follow Up Coordinator

Your role

Under general direction, you will be responsible for contacting, recruiting and scheduling Raine Study participants for follow-up appointments. You will manage communications through various channels while ensuring strict adherence to privacy and confidentiality standards. You will also assist the data collection team by managing participant flow during assessments and following up on post-assessment equipment and questionnaires. Additionally, you will perform data entry, maintain databases, and collaborate with internal Raine Study teams to support follow-up operations.

Your key responsibilities

Contact and schedule volunteer participants for assessments using a variety of communication channels, including phone, text messaging, social media platforms, and email, applying an established communications framework.

Build and maintain trusting relationships with participants, tailoring your approach appropriately.

Coordinate the distribution, tracking, and completion of online questionnaires, applying participant engagement strategies to ensure timely submissions.

Perform word processing, data entry, and ensure confidentiality by maintaining spreadsheets and databases.

Collaborate with the Communications and Participant Engagement teams to assist with social media campaigns.

Assist in the preparation and maintenance of research and assessment equipment, including facilitating regular specialist equipment maintenance and calibration.

Conduct various activities to ensure the follow-up project runs efficiently, including sorting mail, purchasing supplies, and filing according to set protocols.

Perform other duties as directed.

Your specific work capabilities (selection criteria)

Year 12 or equivalent competency.

Considerable relevant experience in a similar administrative or customer-facing role.

Proficiency in administrative tasks, including planning and executing creative tasks or engaging in outreach efforts.

Ability to resolve issues by applying established procedures.

Well-developed written, verbal, and interpersonal communication skills, including a confident telephone manner and the ability to engage effectively with participants of all ages and backgrounds.

Well-developed organisational skills, attention to detail, and the ability to prioritise and complete tasks to a high standard.

Ability to work independently, show initiative, problem solve and work productively as part of a team

Proficiency in using Microsoft Office and/or FileMaker for scheduling, data entry, and maintaining communication records.

Experience working in a research or participant engagement setting is desirable.

Completion of a relevant diploma or certificate-level qualification is desirable.

Special requirements (selection criteria)

Current National Police Clearance.

C Class Driver's License.

Ability to work flexible hours, including occasional after hours and Saturdays.

Able to fit the physical requirements of the position.

Compliance

Ensure you are aware of and comply with legislation and University policies.

To learn more about the Code of Conduct, see [Code of Conduct](#).

To learn more about Diversity, Equity and Inclusion, see [Diversity, Equity and Inclusion](#).

To learn more about Safety, Health and Wellbeing, see [Safety, Health and Wellbeing](#).