

Research Services Support Officer

Full time / 6-month contract

Located either Melbourne / Sydney / Brisbane

Natural Hazards Research Australia is Australia's national centre for natural hazard resilience and disaster risk reduction. The Centre was funded for 10 years by the Australian Government on 1 July 2021 as a collaborative research organisation, to address the major challenges arising from natural hazards, including bushfires, floods, cyclones, heatwaves, storms and other hazards. The Centre undertakes research that promote resilience to the impacts of natural hazards and reduce disaster risk, to support the needs of a variety of critical stakeholders – including emergency service agencies and communities – in mitigating impacts of, responding to and recovering from disasters caused by natural hazards.

A great opportunity exists for an enthusiastic Research Services Support Officer to join the Centre's research team to support the team as they guide the development of the Centre's research program and the translation of the Centre's research outcomes into practical solutions that can save lives and improve public safety in the face of the threats from natural hazards. The position reports to the Research Services Team Leader and will be responsible for:

- Supporting efficient development, implementation, and management of research projects
- Supporting the research, translation and implementation elements for each project
- Providing project and administrative support for Centre activities
- Participating in other contract research management and utilisation activities

This is a great opportunity for someone with tertiary qualifications in Business Administration or Process Improvement, who wants to work in an environment that is helping to improve business processes. You will be highly organised, have excellent written and verbal communication skills, be flexible and adaptable with a high attention to detail and capacity to meet deadlines and deliver quality outcomes.

The positions will be located in one of the Centre's nodes in either Melbourne, Sydney or Brisbane.

Natural Hazards Research Australia is an equal opportunity employer and welcomes diversity in the workplace. Aboriginal and Torres Strait Islander people are encouraged to apply.

Candidates are required to address the selection criteria in the following position description.

Applications should be sent to office@naturalhazards.com.au

Applications close 5pm Wednesday 22 February.

Position Description

RESEARCH SERVICES SUPPORT OFFICER

THE RESEARCH SERVICES TEAM

The Research Services Team is responsible for providing efficient and effective project management support to Natural Hazards Research Australia's (the Centre's) Research Team. To achieve this, the Research Services Team is responsible for managing:

- day-to-day project-level relationships with researchers, research providers and end users
- managing the contracting of all research for the Centre
- progress reporting for projects and requests for changes to approved project plans
- timely payment of invoices for projects
- advising the Director, Research & Implementation, Partnership Development Director and Node Research Managers of delays, underperformance and any other issues that are, or are likely to, affect the progress of projects
- maintaining the Centre's Intellectual Property Register
- coordinating the application and review process for applications for funding to the Centre's research and grant funding programs, early career researcher and postgraduate student programs
- maintaining and optimising the internal processes of the Centre
- ensuring the accuracy of the Centre's research data and providing data summaries to assist the Centre with its internal and external reporting obligations
- working with the Centre's Communications Team to support delivery and publication of research outputs

The team will work closely with the Director, Research & Implementation, Chief Science Officer, Partnerships Development Director and Node Research Managers to ensure the Centre provides effective management of a large and diverse portfolio of research and research translation projects.

Currently the team includes the Research Services Team Leader and two Project Officers.

PURPOSE OF THE POSITION

As a member of the Research Services Team at Natural Hazards Research Australia (the Centre), the role supports the efficient development, implementation, and management of research projects in the Centre. This includes supporting the research, translation and implementation elements for each project and playing a role in ensuring that outputs meet the needs of project end-users.

The Research Services Support Officer will also participate in other contract research management and utilisation activities, as a member of the Research Services Team.

This is a full time position with a maximum contract period of 6 months. The position will be based at one of the Centre's nodes in Melbourne, Sydney or Brisbane and will report to the Research Services Team Leader.

KEY RESPONSIBILITIES

Research Project Management

The Research Services Support Officer is responsible for:

- reviewing current business processes and optimising those to increase efficiencies and process improvement
- actively engaging with the Research team, the CSO and Partnership Development Director to identify opportunities to increase operational effectiveness and establish a pipeline of future improvements
- with the assistance from the Research and Communications team, develop and document new and current business processes
- integrate current processes with the project management system
- contract management including the development of contracts and contract variations
- working closely with researchers in the monitoring and reporting of progress on projects
- providing project management oversight and tracking ongoing progress of projects
- maintaining communication with lead researchers and research teams on the progress of projects
- identifying and supporting the management of issues and risks that could affect the Centre's projects
- providing effective and efficient record-keeping
- coordinating and preparing documents and briefing information for Centre meetings and reporting,
- supporting the monitoring and evaluation of the Centre's research projects and programs, including updating internal databases (Intellectual Property Register, Impact and Evaluation database) and public facing databases (Inquiries Database and Value Tool for Natural Hazards) and
- other reasonable tasks as directed by the Research Services Team Leader

Stakeholder Engagement

The Research Services Support Officer is responsible for:

- representing the Centre by attending meetings, forums etc. with stakeholders and other organisations as required,
- liaising with stakeholders to schedule meetings, and
- supporting the Centre's communications team to source and provide information that contributes to the development of a range of media and communications products to promote research projects.

Office Support and Administration

The Research Services Support Officer is also responsible for providing administrative support to the Research team and when required, to the Commissioned Research Program under the guidance of the Partnership Development Director, as well as undertaking other tasks as required to support the effective operation of the Centre.

KEY RELATIONSHIPS

Internal:

Research Services Team Leader
Director, Research and Implementation
CEO
Chief Scientist
Director, Partnership Development
Node Research Managers
Communications Team
Executive Assistant to the CEO

External:

Research Teams
Project End Users
University research offices and legal/ commercialisation offices
Scholarship and associate students
Early Career Researchers

SELECTION CRITERIA**Education:**

- University degree, preferably in an area relevant to Business Administration or Process Improvement, or equivalent work experience.

Specific knowledge and experience required:

- Strong skills in project management and process improvement, including a demonstrated ability to plan and organise work efficiently and to operate effectively in an environment characterised by short and often conflicting time frames
- Sound conceptual and analytical skills, including the ability to identify issues and develop appropriate solutions
- Well-developed communication and interpersonal skills, together with the ability to liaise effectively with a mature, friendly and confident personal style, and build and maintain strong and effective relationships with a diverse group of stakeholders
- Sound writing skills and the ability to undertake projects independently, liaising with internal stakeholders as necessary and meeting deadlines
- Strong relationships with internal and external stakeholders are essential for the efficient administration of the Centre's research program.
- Ability to manage multiple competing priorities
- Highly developed skills in MS Office and other related programs.

Desirable knowledge and experience:

- At least 2 years' experience in a similar, or related role
 - Knowledge of the workings of process improvement and business processes
 - Knowledge of the workings of universities, government departments and agencies
 - An understanding of contract negotiation
 - Experience working in, or with, organisations involved in disaster and emergency management.
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