

## POSITION DESCRIPTION

### ORGANISATION:

Natural Hazards Research Australia

### POSITION:

Research Services Manager

### REPORTS TO:

Research and Implementation Director

---

### CONTEXT

Natural Hazards Research Australia (the Centre) focuses on outcomes that will:

- Protect human life and minimise harm and suffering – towards zero preventable deaths.
- Contribute to well-prepared and resilient communities that are better informed of the risks associated with natural hazard exposure, are informed about strategies for mitigating the impacts from natural hazards and are able to make informed decisions if faced with a potential disaster.
- Translate research into action, maximising translation and implementation of research outcomes.

In delivering the strategy, the Centre will build Australian capability through:

- Strengthening relevant research capabilities.
- Supporting the development of sustainable research and its translation capabilities within research provider and end-user organisations.

The Centre focuses on natural hazard resilience and disaster risk reduction to support the needs of a variety of critical stakeholders – including disaster resilience agencies and communities – in preparing for, responding to and recovering from disasters caused by natural hazards.

The Centre involves a large number of partners drawn from government, private and not-for-profit sectors across Australia. The Centre has a strong focus on delivery of useable outputs to enhance the safety, resilience and sustainability of communities.

Utilisation (translation and implementation) of the knowledge and other outcomes from the Centre's activities is an important activity and involves close collaboration with Centre end-users in emergency service organisations, land management organisations, government departments and businesses.

---

### CENTRE VALUES

**Respect** – To recognise and value the contributions of everyone through embracing diversity in gender, ethnicity and thought.

**Focus** – Ensuring that our activities are aligned with the Centre's vision and mission.

**Integrity and Honesty** – To be honest and act with integrity in all we do.

**Research Excellence** – Pursuing highest quality research methods and use.

**Supportive Leadership** – Allowing all involved in the Centre to achieve their potential.

**Trust and Collaboration** – Sharing and working cooperatively in a trusting environment.

**Independence** – To be open, transparent and independent.

---

## THE RESEARCH SERVICES TEAM

The Research Services Team 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 Team is responsible for providing efficient and effective project management. 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 Research and Implementation 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
- 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, publication and promotion of research outputs.

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

---

## PURPOSE OF THE POSITION

The Research Services Manager is responsible for leading and managing a team, who will work together to provide a research program management office for the Centre.

The Research Services Manager is responsible for ensuring an effective sharing of workload across the team and for ensuring that agreed service timelines are achieved.

The position will be based at one of the Centre's Nodes in Brisbane, Melbourne or Sydney.

---

## KEY RESPONSIBILITIES

### STAFF SUPERVISION

The Research Services Manager will provide leadership for the Research Services Team, ensuring that the team provides efficient and effective contracting, project management and research support services.

### RESEARCH PROJECT MANAGEMENT

The Research Services Manager:

- leads the effective implementation of research project management inclusive of inception, drafting of documentation, development and negotiation of contracts and variations, project management,

monitoring and reporting, management of issues and risks and stakeholder engagement and communication.

- ensures timely and accurate information is available to Centre management and Board regarding the status of the Centre's research portfolio.
- supports the monitoring and evaluation of the Centre's research program.
- maintains the Centre's Intellectual Property database.

#### SYSTEMS AND PRODUCT SUPPORT

The Research Services Manager ensures that research products and systems are maintained, including:

- the Centre's combined customer relationship management and project management system.
- the Inquiries and Reviews Database.
- legacy Bushfire and Natural Hazards Cooperative Research Centre products and outputs.

#### STAKEHOLDER ENGAGEMENT

Strong relationships with internal and external stakeholders are essential for the efficient management of the Centre's research program. The Research Services Manager is responsible for:

- liaising effectively with external business and legal support services.
- representing the Centre by attending meetings, forums etc. with stakeholders and other organisations as required.
- supporting the Centre's Communications team to contribute to the development of a range of communications products and events to promote research projects.

#### PARTNERSHIP DEVELOPMENT

The Research Services Manager will provide support for partnership development activities, including assisting in developing materials to support research-related partnership development activities.

#### ADMINISTRATION AND SUPPORT

The Research Services Manager is responsible for coordinating the provision of administrative support to enable the functions of the Research Services Team.

The Research Services Manager will undertake other reasonable tasks as required to support the effective operation of the Centre.

---

#### KEY RELATIONSHIPS

##### **Internal:**

Research Services Project Officers x3  
Research and Implementation Director  
Chief Executive Officer  
Chief Science Officer  
Partnership Development Director  
Node Research Managers  
Communications team  
Executive Assistant to the CEO

##### **External:**

Research teams  
End-users

University research offices  
Scholarship and associate students  
External business support services  
External Legal Counsel

---

## KEY SELECTION CRITERIA

### **Education:**

- University degree, preferably in an area relevant to business, project and contract management, law or equivalent work experience in administration and management.

### **Specific knowledge and experience required:**

- Leadership experience with a track record of inspiring teamwork and demonstrating effective 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.
- Experience in project management, including demonstrated ability to manage a portfolio of projects and to operate effectively in an environment characterised by short and often conflicting timeframes.
- Demonstrated skills and experience in implementing contract management and grant processes including drafting, negotiation and finalisation of agreements and intellectual property management.
- Highly developed negotiation skills with an ability to resolve conflict to achieve favourable outcomes.
- Demonstrated sound conceptual and analytical skills, including the ability to identify risks and issues, develop appropriate solutions, foster continuous improvement and to communicate effectively to executive leaders.
- Advanced computer literacy, particularly with current business management software packages and their various application capabilities.

### **Desirable knowledge and experience:**

- At least four years' experience in a similar, or related role.
- Knowledge of the workings of universities or research organisations.
- Knowledge of the workings of government departments and agencies.