

POSITION PROFILE

Research Administration Officer

Research Institute for the Environment and Livelihoods
Faculty of Science and Technology

Position Number	20990
Position Classification	Professional Level 5/6
Location	Casuarina Campus (Larrakia) Country
Reporting to	RIEL Operations Manager (7967)
Special Provisions	Appointment is contingent upon receipt of a satisfactory National Criminal History check and an NT Working with Children clearance
Required Qualifications	<i>Level 5:</i> Completion of relevant diploma or certificate level qualification with subsequent work experience, or an equivalent combination of relevant experience and education or training. <i>Level 6:</i> Completion of a Degree in Business / Project Management / Communications or equivalent with 1-3 years subsequent experience, or an equivalent combination of relevant experience and education or training.
Desired Qualifications	First Aid Certificate (or willingness to obtain)

Purpose of the Position

The Research Administration Officer provides high-quality administrative and operational supports to the Research Institute for Environment and Livelihoods (RIEL) and its members.

This versatile generalist role provides high level administrative supports across a variety of operational activities including general day-to-day operations of RIEL, research project administration, events and communications, and additionally includes some administrative support to the RIEL Director.

The position works under broad direction requiring sound judgement and a high-level of initiative, organisational skills and customer service skills. The role works closely with the RIEL Operations Team to deliver on goals set out in the RIEL Operational and Strategic Plans and to provide key operational supports to all RIEL members. Ordinary duties will require significant cross-functional engagement with key staff across other units in CDU, as well as internal and external stakeholders.

Duties

The following accountabilities are not exhaustive and may include other duties as directed from time to time.

Operational

- Provide support to researchers to effectively navigate CDU's administrative policies, procedures and other administrative frameworks, directing matters to the appropriate university services where appropriate.

- Maintain operational systems including records, databases, SharePoint sites, shared inboxes, mailing lists and calendars.
- Support the planning, logistics coordination, and delivery of minor and major internal and external events, including seminars, workshops, training events, networking/celebration events, and conferences.
- Contribute to operational improvement initiatives and the development of fit for purpose administrative systems, procedural documentation and guides.

Executive & Governance Support

- Provide administrative support to various RIEL committees and key member meetings, including coordinating logistics, agenda and minutes preparation, support in delivering key actions arising, and support with required reporting and compliance activities.
- Provide administrative support to the RIEL Director including coordination of stakeholder meetings, scheduling and other general organisational supports as directed.

Facilities and Resource Management

- Monitor and maintain effective stock levels for shared resources and consumables and assist with the coordination of deliveries, mail and courier resources and services.
- Maintain research spaces and equipment ensuring shared facilities, equipment, meeting rooms, storerooms and cold rooms remain operational and coordinating as required with IT, Facilities and Researchers.
- Support workplace health and safety activities including assisting with the implementation and follow up of actions arising from inspections and WHS Committee meetings.

Finance and Procurement

- Support procurement and financial administration by coordinating supplier quotes, purchases, goods collection and payment processing for Institute operations.
- Liaise with Faculty finance team as required for research project procurement matters.
- Provide guidance and support to RIEL members on procurement, travel, expense processes and the use of CDU's One Education Finance system.

Human Resources Administration

- Assist with human resource administration (recruitment processes for casual and fixed term contracts, onboarding, inductions and exits)
- Administer RIEL's HDR student advertising process.

Communications

- Assist with maintaining website content and other digital communication channels.
- Support email marketing activities, including distribution lists and templates.
- Assist with coordination of institute merchandise, branded materials and promotional activities.
- Support communications initiatives, competitions and stakeholder engagement activities.
- Collect statistics related to media coverage, website, email marketing, and social media platforms.

Research Project Administration

- Research project administration supports may form part of the role at times, including assistance in the planning and logistics coordination for fieldwork, procurement and events supports, and other project administration matters as appropriate.

Additional Duties at Level 6

- Support the RIEL Operations Manager to provide financial systems supports to researchers, enabling accurate budget management, expenditure tracking, and informed financial decision-making.
- Manage the quarterly membership data validation process ensuring records are accurate and up to date.

- Coordinate and provide training to RIEL members on administrative systems and processes where required.
- Liaise with laboratory representatives and Faculty Technical Officers to provide administration supports for laboratory asset and facilities management where appropriate.
- Coordinate building operational matters in partnership with Facilities, WHS, Technical Officers, and the Building Warden.
- Support the RIEL Senior Research Partnerships and Engagement Officer to deliver the annual RIEL Communications Plan including:
 - supporting online and hybrid events with audio visual setup, technical coordination, recording management, video editing, and content publishing, and
 - developing content across the website, intranet, newsletter, social media, and marketing materials, and monitor engagement with social media platforms.

Key Selection Criteria

- Experience working in executive assistant, administration, operations and/or communications roles that have required a high level of initiative.
- Proficiency in office software and databases as well as good digital literacy and the motivation to learn, master and provide support in using new systems, processes and digital tools.
- Demonstrated administrative and organisational skills including the ability to effectively plan and coordinate activities, problem solve and manage competing priorities.
- Highly effective interpersonal, oral, and written communication skills including demonstrated ability to communicate with culturally and linguistically diverse groups, and to establish and maintain productive relationships across various organisational levels.
- Experience using website content management systems, email marketing platforms and video conferencing software highly advantageous.
- Commitment to confidentiality, professionalism and customer service.

Additional Key Selection Criteria at Level 6

- Experience and understanding in financial administration including budgeting, procurement, and the preparation of basic financial reports, and/or demonstrated experience in communications and digital content management.
- Demonstrated ability to rapidly acquire advanced knowledge of organisational systems, policies and processes, utilise that knowledge to improve outcomes, develop guidance materials, and provide training, advice and support to stakeholders.
- Demonstrated ability to maintain accurate records, prepare executive level documentation and manage administrative processes with a high degree of precision and capability.
- Demonstrated experience using Drupal, MailChimp, Canva, Adobe Creative Suite or other comparable website content management systems, email marketing platforms or design software.
- Experience using Facebook, LinkedIn and YouTube in a professional capacity, and/or social media management platforms like Hootsuite.
- Experience within a university, research institute or research administration environment highly advantageous.

University Expectations

- Contribute to the efficient and effective functioning of their team or work unit to meet University objectives. This includes demonstrating appropriate and professional workplace behaviours under the Code of Conduct – Employees, assisting team members if required, and undertaking other key responsibilities or activities as directed by one's supervisors.

- Demonstrate and promote the University Values, ensuring all workplace behaviour is appropriate in all workplace settings, proactively calling out inappropriate behaviour.
- Read, understand, and comply with all University policies and procedures.
- Undertake risk management and actively support and participate in the risk management processes adopted by the University, which include identifying, analysing, and evaluating risks that may impact the University.
- Work at and travel between other University campuses or to other locations occasionally as may be required during employment.
- Complete all mandatory training as required by the University.
- Demonstrate understanding of the principles of anti-discrimination, staff and student equity, work health and safety, and other relevant legislation, and show the willingness and capacity to implement equal employment opportunity and work health and safety plans, policies, and programs.

Work Health & Safety

- Ensure all activities comply with WHS legislation and University policy & procedure.
- Implement & monitor risk management activities including, but not limited to, workplace inspections, incident/hazard investigation and follow-up, and implementation of risk controls.
- Analysis of WHS training requirements for staff, including the provision of training and monitoring of training to ensure completion and currency.