

Position title	Research Operations Officer
Employment terms	Full time
Reports to	Executive Research Manager
Direct reports	Nil
Primary location	Care Economy CRC Office (La Trobe University campus Bundoora/Remote)

Company overview

The Care Economy Cooperative Research Centre (Care Economy CRC) is a national collaboration bringing together over 50 partners including care providers, technology companies, research institutions, and government agencies to transform the quality, productivity, and outcomes of Australia's care services.

The care economy includes essential care services spanning from early child education and care, health care including mental health as well as family and social services, disability care, aged care, palliative care and end of life care.

Our mission is to improve how care is delivered in Australia by enabling sector-wide transformation, boosting productivity, and delivering fit-for-purpose solutions that meet the evolving needs of Australians. We aim to achieve this by building a more connected, sustainable, and person-centred care economy. By linking research with practice, we work to deliver real-world, scalable solutions that support a thriving care workforce and improved outcomes for individuals and communities.

Purpose of the role

The Research Operations Officer uses specialist knowledge in research grant management, reporting and administration, including grant post-award expertise to support the effective operations of the Care Economy CRC research portfolio.

The position is responsible for administering the CRC's research management systems, maintaining accurate and reliable research portfolio information, supporting timely monitoring and reporting on project and milestone progress, and supporting research administration and governance activities. The role maintains portfolio data and records, identifies information gaps and helps ensure accurate, timely and reliable information is available for decision-making, reporting and portfolio oversight.

This position is suited to a highly organised and detail-oriented professional with strong research management, systems, reporting and administrative skills who enjoys working with researchers, data, processes and continuous improvement.

Key accountabilities

Systems Administration	- Support day-to-day management of the Care Economy CRC research portfolio through administration of the CRC's research management information systems and other IT platforms as required. - Enter and maintain data throughout the research project lifecycle to ensure accurate project records, relevant information, milestones and deliverables are captured and recorded. - Ensure on-going accuracy, completeness and currency of all information held within the research management systems and pro-actively identify gaps or discrepancies. - Pro-actively identify opportunities to improve system utilisation and research administration processes aligned with CRC purpose and intent.
Portfolio Monitoring & Reporting	- Track progress and generate reports across the CRC's program of research including Commonwealth milestones and deliverables. - Track progress and generate reports across the CRC's individual projects involving extracting information from the CRC's research management system related to project milestones, risks, impacts, finances and deliverables. - Collect, validate and consolidate project information within the research management system to support CRC reporting requirements. - Follow up with timely system reminders to users for outstanding actions, reports, milestone updates or other information and escalate if necessary. - Prepare regular portfolio reports, dashboards and management information as required. - Maintain and update reporting tools, templates and dashboards. - Undertake periodic reviews of research portfolio information against source documentation to identify gaps or discrepancies. - Provide data and reporting support for strategic and operational initiatives as required.
Information Governance & Records Management	- Maintain supporting documentation, research records and document repositories. - Support compliance, audit and governance activities through effective record-keeping practices. - Contribute to continuous improvement of information and records management processes.
Executive Research Support	- Provide research administration and operational support to the Executive Research Manager. - Support special projects and operational initiatives within the research function. - Undertake other duties consistent with the responsibilities and level of the position, as directed by the Executive Research Manager.

Selection criteria

Essential

- Demonstrated experience in research or grant administration, project coordination, research operations, or a similar role.
- Experience working with CRM, database or enterprise information systems.
- Demonstrated ability to manage information accurately and maintain high-quality records.
- Experience producing reports and working with data to support decision-making.
- Proficient Microsoft Office skills
- Excellent organisational skills with the ability to manage multiple priorities and deadlines.
- High attention to detail and commitment to data quality.
- Strong written and verbal communication skills.
- Ability to work as part of a team as well as independently and exercise sound judgement.

Desirable

- Experience using Turnkey/Salesforce or similar research management systems.
- Experience within a Cooperative Research Centre, university, research institute, government agency or similar environment.
- Experience maintaining registers, governance records or compliance documentation.
- Experience using Power BI or similar business analytics, data visualisation and reporting tools.

Key attributes

The successful candidate will be:

- Highly organised and methodical.
- Process-driven and systems-oriented.
- Detail-focused and accurate.
- Comfortable working with databases, reporting tools and business systems.
- Proactive in following up actions and maintaining quality information.
- A proactive self-starter who takes ownership of tasks, follows up required actions and sees work through to completion.
- Collaborative and supportive.
- Committed to continuous improvement.

Employee acknowledgement

I have received the above position description and understand my role responsibilities.

Name

Signature

Date
