



POSITION TITLE	Executive Director, Research Services
JOB PROFILE ID	P_CAT26157_SPSPD ANOM
JOB CATEGORY	Professional
JOB FAMILY	Research.
COMPENSATION GRADE	Senior Professional Staff Band D
MANAGEMENT LEVEL	9 Head of Administrative Area (Tier 1)

POSITION DESCRIPTION SUMMARY

PRIMARY FUNCTION

Reporting to the Deputy Vice-Chancellor (Research), the Executive Director, Research Services provides senior executive leadership for the University's researcher-facing research services. The role is accountable for delivering an integrated, end-to-end service model across the research lifecycle, ensuring researchers, faculties, multidisciplinary initiatives (MDIs), affiliated institutions and professional service units receive high-quality, consistent, efficient and compliant support.

The role leads the continuous improvement of research administration, pre-award and post-award services, research contracts, research governance, ethics and assurance, research integrity administration, research data governance, research security operations, service improvement and research systems.

Working in partnership with the Pro Vice-Chancellor (Research), faculties and professional service units, the Executive Director ensures research services are aligned with the University's Strategy and research initiatives, while strengthening accountability, reducing duplication and improving the experience of researchers across the University.

The role supports a clear division of accountabilities within the Research Portfolio. The Pro-Vice-Chancellor (Research) retains leadership of strategic research priorities, academic research strategy and major research initiatives, while the Executive Director, Research Services leads the University's researcher-facing service model, operational governance, compliance, assurance, service performance and continuous improvement across the research lifecycle.

DECISION MAKING AND DELEGATIONS OF AUTHORITY

The Executive Director, Research Services operates with a high degree of autonomy and is responsible for the leadership, coordination, performance and continuous improvement of the University's researcher-facing research services. The role exercises significant professional judgement in setting service priorities, resolving complex operational and compliance issues, overseeing risk and assurance matters, and ensuring appropriate governance, controls, service standards and escalation pathways are in place.

Delegations of Authority: The position is designated as Head of Administrative Unit (HOA) for the purposes of the University's Delegations of Authority Administrative Functions.

KEY RELATIONSHIPS

Relationships	Position Title
Supervisor	0118888 Deputy Vice-Chancellor (Research) - Professor Mike Ryan (Secondment)
Direct Reports	
Peer Relationships	Refer to the organisational charts in Workday to view peer relationships relevant to your role. Please Note- This option is only available to University staff.

RESPONSIBILITY DESCRIPTION

1. Provides executive leadership of Research Services

Provides executive leadership of the University's integrated Research Services, fostering a high-performing, service-oriented culture focused on researcher experience, operational excellence, accountability, continuous improvement and compliance.

Leads and develops senior leaders across the teams, setting clear expectations, driving performance, building capability and supporting succession planning to ensure sustainable organisational effectiveness.

Creates an inclusive, collaborative and high-performing workplace culture that supports staff engagement, wellbeing, professional growth and leadership development.

Ensures effective workforce planning, organisational design, recruitment and resource allocation to meet current and future service delivery requirements.

Builds capability across the teams in service leadership, process improvement, change management, governance, compliance and digital ways of working.

Leads the University's end-to-end research services operating model across research administration, pre-award and post-award services, research contracts, research governance, ethics and assurance, research integrity administration, research data governance, research security operations, service improvement and research systems.

Establishes and maintains an integrated operating model that reduces duplication, clarifies accountability and delivers consistent, high-quality experience for researchers, faculties and professional service units.

Drives collaboration and coordination across Research Services, faculties and professional service units to ensure services are responsive, efficient, strategically aligned and focused on enabling research excellence.

Ensures Research Services priorities, resources and operating practices support the University's Research Strategy, Research Portfolio priorities and broader institutional objective.

2. Leads the strategy, design and continuous improvement of the Research Services Operating Model

Leads the development and implementation of the Research Services strategy and operating model, ensuring services are aligned to the University's research ambitions, strategic priorities and evolving researcher needs.

Defines and articulates a clear vision for Research Services, establishing objectives, priorities and performance outcomes that support research excellence through high-quality, efficient and researcher-focused services.

Leads the design, implementation and continuous refinement of the University's end-to-end research services operating model, ensuring services are integrated, scalable, compliant and fit for purpose.

Ensures organisational structures, service delivery models, systems and processes are aligned to deliver consistent, effective and efficient support to researchers, faculties and professional service units.

Provides strategic leadership for organisational change, ensuring the effective management of impacts on people, processes, systems, resources and service delivery.

Identifies emerging challenges, opportunities and sector trends, and develops strategies to enhance operational effectiveness, service quality and organisational capability.

Provides strategic advice, analysis and recommendations to the Deputy Vice-Chancellor (Research) and University leadership on matters affecting research services, operational performance, service delivery and organisational effectiveness.

3. Leads service delivery, operational performance and transformation across Research Services

Leads the alignment and execution of business plans, operational priorities and service delivery activities across Research Services, ensuring strategic objectives are translated into effective services, measurable outcomes and tangible benefits for researchers and the University.

Provides executive oversight of operational performance across the portfolio, ensuring services, resources, people and processes are effectively coordinated to achieve agreed priorities and deliver high-quality outcomes.

Establishes and monitors service standards, performance measures and reporting frameworks to assess service quality, efficiency, effectiveness, compliance and stakeholder satisfaction.

Uses service data, operational insights, stakeholder feedback and sector benchmarks to identify opportunities for improvement, reduce administrative burden and enhance the researcher experience.

Leads continuous improvement and transformation initiatives across Research Services, driving simplification, standardisation, digital enablement and the adoption of leading practice approaches.

Ensures strategic programs, operational initiatives and service improvement activities are prioritised, coordinated and delivered in a manner that maximises organisational impact and value.

Oversees the evaluation of strategic initiatives, business activities and service delivery outcomes to ensure benefits are realised and continuous improvement opportunities are identified and acted upon.

Provides regular advice and reporting to the Deputy Vice-Chancellor (Research) and other senior stakeholders on service performance, operational effectiveness, strategic initiatives, improvement outcomes and emerging operational risks.

RESPONSIBILITY DESCRIPTION

4. Provides executive oversight of governance, compliance, risk and assurance across the Research Services

Provides executive oversight of governance, compliance, assurance and control frameworks across Research Services, ensuring services operate effectively, consistently and in accordance with University requirements.

Ensures legislative, regulatory, funding body and University policy obligations are appropriately embedded across research services, operations and decision-making.

Oversees research governance functions, including ethics, research integrity administration, research data governance, research security operations and associated compliance activities.

Ensures appropriate governance structures, controls, reporting mechanisms and escalation pathways are in place for complex, sensitive or high-risk matters.

Leads a coordinated approach to operational risk, compliance, assurance and continuous improvement, protecting the University's reputation while enabling research excellence.

5. Builds strategic partnerships and influences outcomes across the University and external environment

Develops and maintains trusted relationships with academic leaders, faculty leaders, professional service units and senior University stakeholders to support integrated, researcher-focused service delivery.

Works collaboratively with faculties, schools, MDIs, affiliated institutions and professional service units to identify opportunities to improve service quality, remove operational barriers and strengthen the researcher experience.

Builds and maintains productive relationships with external stakeholders, including funding agencies, government departments, regulators, sector bodies and strategic partners.

Influences and enables cross-University collaboration, alignment and change to support the successful delivery of strategic and operational priorities.

Represents Research Services on University committees, governance forums, sector bodies and external stakeholder groups as required.

Is a member of the portfolio executive team contributing to executive decision-making, strategic planning and institutional leadership across the Research Portfolio.

6. Optimises resources, capability and sustainable service delivery across Research Services

Ensures the effective stewardship of financial, workforce, technology and operational resources to support the delivery of Research Services priorities and outcomes.

Leads workforce, resource and investment planning across the portfolio, ensuring capability and capacity are aligned to current and future service delivery requirements.

Oversees the prioritisation and coordination of strategic initiatives, operational activities and improvement programs to maximise organisational value and impact.

Monitors portfolio performance, reviews operational effectiveness and drives continuous improvement to enhance service quality, efficiency and sustainability.

Ensures appropriate workplace health, safety and wellbeing practices are in place and promotes a safe, healthy and inclusive working environment.

EDUCATION

Education

Other - An equivalent combination of training and experience.

Postgraduate qualifications - Business Administration

Postgraduate qualifications - In a relevant field

Only one Field of Study needs to apply. The Education requirements should be considered in conjunction with the Work Experience requirements.

CERTIFICATIONS

Certifications

SKILLS

Skills

Demonstrated ability to effectively contribute to and successfully operationalise strategic plans and programs.

Effective management of a diverse group of key stakeholders on large or complex projects and the ability to develop/cultivate productive relationships with providers and key users

Excellent interpersonal, verbal and written communication skills with sound negotiating and conflict resolution skills and a demonstrated level of tact and discretion in dealing with matters

Excellent time and workload management skills with demonstrated ability to prioritise effectively, manage multiple tasks, meet deadlines, achieve required outcomes and effectively deliver results

Strong business acumen and strategic thinking skills together with effective leadership and people management skills

WORK EXPERIENCE

Work Experience

Demonstrated experience in the supervision, training, mentoring and performance management of staff; and experience in resolving HR issues

Financial management experience and literacy, experience managing budgets and controlling income and expenditure

Proven management experience at a senior level; together with flexibility, capacity to adapt to changing circumstances and environments and, when necessary, navigating through ambiguity

CAPABILITIES

Priority Core Capability	Behavioural Indicators *FOU – Foundational, *INT – Intermediate, *ADV – Advanced, *EXP – Expert	Level
Priority Professional Capability	Behavioural Indicators *FOU – Foundational, *INT – Intermediate, *ADV – Advanced, *EXP – Expert	Level
Core Capability	Behavioural Indicators *FOU – Foundational, *INT – Intermediate, *ADV – Advanced, *EXP – Expert	Level