



Position Description

NAME:	Position Incumbent
JOB TITLE:	Research Support Officer (RSO)
DEPARTMENT:	Core Services – Research Support
REPORTS TO:	Research Support Manager
LAST DATE REVIEWED:	September 2020

JOB SUMMARY

This position assists the Research Support Manager in various aspects of the management of laboratories within CCIA. This includes but is not limited to the support of all researchers through a strong focus on Technical Competency, Procurement, Workplace Health and Safety (WHS) and Biosafety and ethics compliance and inductions/training.

The Research Support Officer works closely with various stakeholders throughout the institute and follows all relevant policies and procedures related to the use of CCIA laboratories as well as adherence to WHS policies and procedures as they directly relate to the labs.

PRIMARY TASKS / RESPONSIBILITIES

- Work with the Research Support Manager and researchers to support and encourage a culture of innovation, excellence, safety and compliance in the CCI Research Laboratories
- Work with the Research Support Manager, Head of Core Services, and Research and Core Services staff to facilitate implementation of the Core Services Strategy
- Work with the Research Support and Technical Services teams to support efficient use of research equipment within the research workplace, relevant training of students and staff, and routine maintenance and repair as required.
- Member of the Building Emergency Response Team (BERT). This team monitors and actions out of hour's equipment and facility alarms.
- Respond to any emails or correspondence within 48 hours
- Any other duties as required by the Research Support Manager according to competencies

KEY SKILLS

- Advanced Technical Skills in medical research techniques
- Superior problem-solving skills; Ability to take the initiative and make decisions; analyses, interprets and facilitates the resolution of issues
- Extensive experience in Mammalian Tissue Culture
- In depth knowledge of research laboratory operations
- In depth knowledge of research laboratory procurement
- Ability to work within a multidisciplinary team
- Superior oral, written and interpersonal communication skills
- Excellent attention to detail
- Time management skills
- Flexible attitude to work



Position Description

MINIMUM REQUIREMENTS

Qualifications

- Tertiary Biological Science qualifications or equivalent experience

Experience and requirements

- 3+ years' experience in a medical research laboratory
- Strong computer and Microsoft Office skills.
- Knowledge of PC2 requirements, WH&S legislation
- Strong problem-solving skills
- Team player
- Excellent organisational skills
- Excellent communication, negotiation and conflict management skills

Desirable

- Experience in laboratory training and/or knowledge transfer
- 2+ years of laboratory management experience
- 2+ years' experience in Flow cytometry highly regarded
- Project Management experience highly regarded

Children's Cancer Institute policies applicable

- Code of Conduct/Ethics
- Whistle-blowing
- Use of Electronic Resources
- Occupational Health & Safety
- Appropriate Workplace Behaviour
- Privacy

SERVICE STANDARDS

- Respond to phone calls and emails within 48 hours
- Responds to service desk tickets within 5 working hours

COMPLIANCE AND CODE OF ETHICS AND CONDUCT

Staff members are responsible for ensuring that they are familiar with and comply with their conditions of employment as stated in their individual contract, all Children's Cancer Institute Policies and Procedures and relevant ethical and regulatory guidelines. Staff must be aware that breaches by individuals will not be tolerated or condoned and may be subject to the Disciplinary Action Policy.

Your knowledge and awareness of Children's Cancer Institute Policies and Procedures (including the Code of Ethics and Conduct), will be monitored from time to time to ensure that our compliance program is effective.

Part of compliance adherence involves the use of standardised forms, checklists, and other aids (as appropriate) to ensure that important compliance issues are not overlooked. All forms must be used in accordance with instructions and the procedures as outlined in the relevant policies and procedures to ensure that compliance to the laws and regulations occurs.



Position Description

W H & S

- Must adhere to all WHS policies and procedures
- Take reasonable care for their own health and safety and the health and safety of other people who may be affected by their conduct in the workplace
- Actively participating in health and safety meeting, training and induction programs
- Complying with all safe work procedures and instructions
- Use equipment in compliance with relevant procedures, without wilful interference or misuse
- Ensure that any hazardous conditions, near misses and injuries are reported immediately to the supervisor
- Must not wilfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare

REPORTING STRUCTURE

Position reports direct to: Research Support Manager

Departmental Structure: See Organisation Chart

Note: *Reporting structure may change subject to management decisions and business requirements.*