



GM RESEARCH SERVICES

JOB & PERSON SPECIFICATION

NOVEMBER 2021



Position Title	GM Research Services
Manager Title	Chief Executive Officer
Direct Reports	5 - Research Managers, 1 Research Capability Manager

What is the unique purpose of the role?

To lead the co- development, co-delivery (with members) and securing of funds for WaterRA’s program of collaborative research and capability building designed to enable our Member organisations to derive measurable value at every stage of the research lifecycle (from ideation to benefits realisation), and ultimately to foster innovation and impact across the water sector.

As part of the leadership team, support the CEO to achieve growth and sustainability of the business and nurture a high performing team.

What does the role do?

Key Accountabilities	Accountability Details
Lead Research Strategy formulation and its implementation to yield member value and business success	<ul style="list-style-type: none"> • Lead development of research strategy in consultation with members, key partner WSAA, and other relevant stakeholders • Develop and maintain a diverse pipeline and portfolio of Horizon 1-3 collaborative research programs and projects designed to meet member needs and achieve business targets • Plan for and manage the Research Services team human and financial resources to ensure necessary capacity and capability • Oversee the raising of funds and negotiation, implementation and management of all legal contracts relating to research • Appropriately manage and lever company intellectual property • Monitor and maintain program/project performance and provide regular reports to staff and Board
Proactively grow the funding and customer base of the Research Leadership program	<ul style="list-style-type: none"> • Oversee development and funding of Research Leadership Program (RLP) and guide its delivery by the Research Capability Manager in collaboration with the Engagement & Marketing team and RLP Advisory Committee.
Deliver high value/strategic Research Programs	<ul style="list-style-type: none"> • As required, take leadership of strategic/high value research initiatives including where appropriate delivery of activities across the full research lifecycle including knowledge transfer and benefits realisation activities, and assessment of value generated at every stage. • Develop/maintain a body of knowledge in assigned focus areas that deliver benefit to the water industry • Develop network of leading and upcoming researchers and industry personnel for the assigned focus areas
Continuously improve WaterRA's ability to maximise member value, participation and research quality	<ul style="list-style-type: none"> • Lead the development, management and review of WaterRA's policies, processes, and systems relating to collaborative research • Develop and nurture relationships with Trusted Partners to enable access to international expertise and leveraging of investment • Provide subject matter oversight for Australian Water School

<p>Establish and maintain productive relationships with key internal and external stakeholders</p>	<ul style="list-style-type: none"> • Maintain awareness of member needs and preferences by implementing a Key Accounts approach with regular reporting and updating of Customer Relationship Management database • Actively participate at WaterRA events and undertake face-to-face member visits to develop relationships with industry and researchers • Co-plan and regularly liaise with ECM and Business Services teams
<p>Provide Leadership within the business to support delivery of WaterRA's Strategy</p>	<ul style="list-style-type: none"> • Participate in strategy, business plan and budget development • Adhere to corporate policies and procedures and model WaterRA values Member-focus, Integrity, Teamwork, Initiative, Agility and Results • As member of Leadership team, support CEO and serve Board e.g. prepare/deliver reports, and Deputise for CEO as needed • Lead, mentor and develop staff to achieve a high-performing team

What key attributes are required for the role?

In addition to upholding and demonstrating the WaterRA Values, the GM Research Services will be required to demonstrate the following key attributes:

- Ability to negotiate and manage conflict
- Ability to work across multiple technical areas
- Ability to establish and maintain strong relationships with a wide range of stakeholders
- Ability to work collaboratively and as a member of executive management team

What personal qualities are required for the role?

The GM Research Services should be:

- Proactive and positive, with a results-oriented attitude
- Customer-focused and a good listener
- Attentive to detail and systematic in approach
- Comfortable and confident presenting at events and to Board

What qualifications are essential/desirable for the role?

Essential: Tertiary qualifications in science and/or engineering or a related discipline appropriate to the water sector

Desirable: Post-graduate research qualification, Project management, Stakeholder engagement and facilitation, Science communication, Knowledge management

What knowledge, skills and experience are desirable for the role?

- Experience in people management and leading a distributed team to become high-performing
- Experience in program and contract management, preferably in R&D or technical environment
- Knowledge of water sector roles and responsibilities and awareness of technical aspects especially associated with customer-centred water utility service delivery
- Experience in the development and implementation of research processes and policies across the whole research value chain and measurement and reporting of performance
- Excellent verbal and written communication skills at all levels and across multi-media
- Excellent customer focus and stakeholder engagement skills with experience of building productive relationships across both academia and industry



HOW TO APPLY

Applications should be addressed to Andrew Reed and Justin Hinora. Please visit henderconsulting.com.au to apply. For a confidential discussion, please call (08) 8100 8827.

Please Note

Your application will be automatically acknowledged by a return email.