#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Assistant Director, Research Support

**Job Number:** X-432 | VIP: 1766

**Band:** EXEMPT- 8

**NOC:** 0212

**Department:** Office of Research & Innovation

**Supervisor Title:** Senior Director, Research & Innovation

**Last Reviewed:**  August 18, 2022

#### **Job Purpose:**

As a member of the Research and Innovation management team, the Assistant Director, Research Support is responsible for the overall operations and service delivery of the Research Support portfolio. The Assistant Director leads the efficient and effective operation of the Research Support unit, ensuring high quality service for faculty, researchers, clients, and other partners. The Assistant Director oversees the facilitation, implementation, and management of research support activity and provides interpretation and expertise in these areas. The Assistant Director is a key contact for external funding organizations and has responsibility for ensuring the responsible conduct of research at the University.

#### Key Activities:

**Supervision & Leadership**

* Determines staffing needs and organization of work for Research Support. Creates and updates job descriptions.
* Hires, trains, and supervises Research Support staff.
* Provides regular coaching and feedback and conducts performance appraisals for staff.
* Ensures that all staff are aware of and adhere to standards relating to: equity, diversity, and inclusion; the responsible conduct of research; the ethical principles of service delivery; and all internal university policies.
* With the Manager, Research Engagement, ensures that all staff are thoroughly familiar with the policies, protocols and procedures that guide the work of the Research and Innovation unit.
* Coordinates staff schedules and assigns work as required to ensure that the Research Support team meets unit goals and maintains appropriate service levels.
* Oversees the development and maintenance of training resources for all areas of Research Support and ensures staff members are technically proficient in the effective use of existing and new systems.
* Providing integrated leadership with respect to large and complex multi-disciplinary project efforts.
* Provides leadership and support to research organizations.
* Acts on behalf of the Senior Director and provides support and leadership to other staff in Research and Innovations as needed.

##### Operations

* Manages the research support functions of the department to ensure that efficient and streamlined operations are in place.
* In cooperation with the Senior Director, works to establish operational goals and implements, monitors, and evaluates operational plans for Research Support. Responsible for implementing practices that contribute to the achievement of these goals, evaluation of outcomes and ensuring compliance with legal requirements.
* Continually evaluate business processes to identify areas requiring improvement and implement process improvements as required.
* Ensure that all business processes are documented and periodically reviewed for accuracy to help ensure consistency for data management.
* Ensure the integrity of information in the awards information system and in other forms of record keeping is maintained and meet regulatory requirements.
* Work closely with managers and staff within the Research and Innovation portfolio to continually evaluate the systems and tools used, and to implement solutions that improve efficiency and service.
* Ensures risk analyses are performed and risks are mitigated in contracts and agreements.

**Administration of Research Awards & Agreements**

* Manages competition, risk assessment, and administrative processes for research grant applications, contracts, agreements, notices of intent, and awards including: Tri-agency, community, industry, government, and other funders.
* Manages the research awards and certifications management system(s).
* In collaboration with the Senior Director and Manager, Research Engagement, manages the Canada Research Chairs Program, including allocations, recruitment and nominating procedures, and reporting.
* Manages the application and awards cycle for the Canada Foundation for Innovation, including the John R. Evans Leaders Fund and other CFI programs, as well as matching programs.
* Responsible for annual research grant support programming to support and increase capacity among researchers
* Consults with researchers to determine research plans and activities; keeping abreast of their research strengths and expertise.
* Manages institutional access to research related sites and portals (tri-agency, USFCR, etc.)
* Oversees and drafts, reviews, and negotiates contracts and agreements.
* Oversees and drafts supporting documentation for research applications and awards.
* Participates in the review process for funding applications and nominations, including providing feedback on applications.

**Budget**

* Manages budget related to Research Support.
* Oversee the institutions residual research funds.
* Oversees institutional awards (ie SIG).
* Day to day management of research related funding, including requests from researchers for funding support from Research and Innovation.

**Client Services**

* Establishes and implement service standards, benchmarks, and assessments of service quality. Responsible for ensuring that practices and operations contribute to the achievement of these standards.
* Ensures service excellence in all areas of the Research Support unit and identify opportunities for new services.
* Provides direction and guidance in the development and support of a top-level service team who deliver exceptional in-person and virtual customer service to the university communities.
* Ensures systems, structures and processes are developed and implemented that enable researchers to easily navigate all Research Support processes.
* Actively seeks ways to effectively communicate policies and procedures to researchers and other stakeholders.
* Consults with other areas of Research and Innovation to ensure the coordination of services to researchers, as well as the effective use of resources.

**Analysis, Evaluation, & Reporting**

* Prepares, analyzes sand distributes data and reports as necessary to support research organizations, new initiatives, performance indicators, changes to procedures, regulations, etc. as required.
* Conducts highs level risk analysis related to research, reputational, and legal matters
* Responsible for accuracy and reporting of data to funders.
* Evaluates and identify systemic issues for consideration and improvement and opportunities for strategic change.

#### Education Required:

Doctorate Required.

#### Experience/Qualifications Required:

* A minimum of 7 years of progressive experience in a research environment leading to knowledge of all elements of research processes.
* Minimum 3 years of management/leadership experience and supervision of staff, preferably in a unionized environment.
* Direct experience undertaking research activities.
* Complex technical knowledge and specialized skills in the area of awards management systems.
* Experience in research management and contracting with private and public entities.
* Knowledge of, and experience with, the responsible conduct of research.
* Ability to maintain the confidentiality of data and records.
* Demonstrated understanding of the research ecosystem and academic policies and processes.
* Proven experience in business process review and project management.
* Superior skills in the provision of customer services.
* Superior leadership and organizational skills.
* Excellent verbal and written communication skills
* Excellent computing skills including experience with student information systems, advanced MS word, Excel, Access.
* Ability to work co-operatively in a variety of settings, exercising tact, diplomacy and patience, often in stressful situations.

#### Supervision:

* A member of the Research and Innovation management team
* Direct reports:
  + Research Facilitators (3)
  + Coordinator, Research Conduct and Reporting

**Job Evaluation Factors:**

##### Analytical Reasoning

Work requires a very high level of analytical reasoning. Areas of responsibility are broad, complex, and multi-faceted. Judgement and critical thinking are required daily in interpreting and administering complex, and sometimes competing, university and government, and funder regulations and programs. Major considerations for policy, reputation, risk, and finances on a daily basis.

Examples include:

* Analyzing and interpreting policies, collective agreements, and complex contracts to determine things like intellectual property ownership, research conduct issues, financial implications, and risk to the university
* Interpreting government rules and mandates and determining appropriate institutional response and compliance
* Navigating appropriate processes for drafting, consultation, and approval of institutional policy.

##### Decision Making

Complex, independent decision-making on a daily-basis across a wide variety of areas of responsibility. In consultation with the Senior Director, responsible for making decisions with significant impact to finances, risk, reputation, equipment, partnerships, grant capture, commercialization, policy, animal care, and research activity.

Examples include:

* Negotiation of contract terms with funding organizations
* Determining whether a research project exceeds institutional tolerance for risk
* Deciding on exceptions to policy or standard procedures
* Determining whether research activities comply with the Tri-agency policies

##### Impact

Actions and decisions made by the incumbent have a significant impact on the University.

Examples include:

* Eligibility for Tri-agency funding – non-compliance with Tri-agency policy would prevent the University from being eligible to access funds from Canada’s primary research funding sources
* Legal consequences, including potential for contractual disagreements, breaches of confidentiality and non-disclosure agreements, lawsuits, and human rights issues
* Internal – adhering to collective agreements and policies, determining where exceptions are needed and making decisions that could significantly impact research activity, relationships, negotiations, and performance.

##### Responsibility for the Work of Others

* Direct reports:
  + Research Facilitators (3)
  + Coordinator, Research Conduct and Reporting
  + Student or research employees as required

##### Communication

Internal:

* Vice Presidents
* Deans, Chairs, Faculty, and academic administrative staff
* Research Committees (advisory)
* Research Organization Directors
* Executive Director, Cleantech Commons

External:

* Institutional partners (ie. EaRTH, Fleming College)
* Tri-agency
* Lawyers (contracts and agreements)
* Mitacs
* Cleantech Commons tenants (promote and facilitate research activity)
* eCampus Ontario (commercialization and research activity)
* Canada Foundation for Innovation
* Government (funding)
* Donors (for research activity)
* Professional Associations (CARA, etc.)

##### Motor/ Sensory Skills

* Keyboarding & mouse manipulation - computer usage impacts upon majority of responsibilities
* Driving - To attend meetings and events
* Dexterity/Coordination - Interaction at special events
* Hearing, speech and visual - communication, negotiation and presentations

##### Effort

Physical:

* Varying and extended hours of work required, often long work days, and weekends
* Long periods of time spent keyboarding, in meetings
* Events - prolonged standing, interaction, logistics, and coordination
* Prolonged periods of work are common
* Frequent driving and travel

Mental:

* Sustained concentration and focus on complex policy
* Must be able to make complex decisions in a high volume, busy environment and responds to issues as they develop
* Must be responsive and provide guidance to faculty and staff when university, government, or funder regulations change
* Deal with multiple and competing deadlines and must establish priorities to ensure all tasks are completed in a timely manner
* Must interpret complex policies and regulations which are often conflicting or not in alignment

##### Working Conditions

Physical:

* Work is in multiple locations, primarily in-doors
* Some driving and travel to attend meetings, at all times of the year and at irregular hours.

Psychological:

* Demonstrated flexibility in meeting shifting demands and priorities and managing multiple tasks; often with little control over schedule.
* Daily use of judgement and decision making in stressful situations.
* Sensitivity is required when dealing with complex and confidential student, faculty, and staff issues.
* Complex/crisis situations related to research activities and agreements.
* Short deadlines for submission of important applications and reports.