

POSITION DESCRIPTION

POSITION TITLE	Research Operations Manager
CLASSIFICATION	Negotiated rate (\$150,000-\$160,000 base per annum, full time)
ROLE	Full time (36.25 hours per week)
LOCATION	St Vincent's Hospital campus, Fitzroy, with flexibility to work from home in accordance with company guidelines

ABOUT US

The Bionics Institute is an internationally recognised, non-profit medical research institute that solves medical challenges with technology.

Proudly affiliated with Swinburne University of Technology, we lead the world in the research and development of innovative medical devices and therapies to improve human health. Our multidisciplinary team comprises world-class scientists, engineers and researchers, and our laboratories are located at St Vincent's Hospital Melbourne, close to our clinical collaborators.

Together we transform the lives of people with a range of conditions, including Alzheimer's disease, hearing impairment, Crohn's disease, chronic pain, Parkinson's disease and arthritis.

ABOUT THE ROLE

Reporting to the Head of Research Operations and operating with a high degree of autonomy and discretion, the Research Operations Manager will play a key role in supporting the delivery of operational support to the research activities across the Institute. This position is responsible for leading the operational coordination and management of the Institute's Capability Pillars and associated research support activities, contributing to the effective and efficient operation of the team and broader organisational priorities.

To support cross-disciplinary research and maintain critical technical expertise, the Institute operates a 'Capability Pillars' model, providing shared specialist technical services across all research projects. Current Capability Pillars include Animal Research, Clinical Research Support, Electrode Fabrication, Engineering and Histology and In-Vitro.

The Research Operations Manager works closely with the Head of Research Operations, the Research Leaders, the Capability Leaders and the Institute's professional support teams to deliver high-quality operational support, coordinated resource management, effective project oversight, and continual improvement across research operations, supporting effective collaboration and consistent, high-quality outcomes. Key focus areas include leadership and capability management of the Pillars, operational support and enablement of research projects, and research operations governance and reporting.

The Research Operations Manager also plays an active role in fostering strong working relationships and creating a collaborative, solutions-focused culture across the Research and Capability Pillar teams.

Key responsibilities

Pillar team leadership & capability management

- Provide leadership, coaching, and performance management to Pillar Leaders to strengthen leadership capability, accountability, and team effectiveness across the Pillars.
- Contribute to strategic workforce and capability planning across the Capability Pillars to support current and future research priorities.
- Partner with Pillar Leaders to develop team capability, technical resilience, workforce flexibility, and cross-functional collaboration.
- Coordinate activities across Pillars to support integrated, efficient, and timely delivery of research project outcomes.
- Identify operational risks, delivery constraints, and capability gaps, and implement strategies to address bottlenecks and improve operational effectiveness.
- Establish clear operational expectations, performance measures, and service standards for Pillar activities.
- Monitor Pillar performance and implement improvements in workflows, productivity, resource utilisation, and responsiveness to research needs.
- Drive continual improvement in the operational performance, service delivery, and capability maturity of the Pillar teams.
- Allocate Pillar resources in alignment with portfolio priorities and operational requirements defined by the Head of Research Operations.
- Foster a collaborative, solutions-focused culture across the Pillar teams, supporting strong working relationships with Research Leaders and researchers.
- Work closely with Research Leaders to ensure Pillar support models remain responsive, effective, and aligned to evolving research and operational requirements.

Research operations & program coordination

- Act as a key operational point of contact for Researchers regarding Pillar support, operational processes, and project coordination matters.
- Facilitate effective coordination between Research teams and Institute support functions including Finance, Development, Grants, HR, OHS, Quality, and Business Operations.
- Support the effective implementation and continual improvement of R&D operational processes, workflows, and administrative systems, including:
 - Coordinate operational support activities across the research program to assist efficient project delivery and alignment with operational priorities.
 - Monitor research operational workflows, project progression, and coordination activities to identify operational issues, inefficiencies, and delivery risks, and support the implementation of practical improvements.
 - Support adherence to project governance, milestone tracking, compliance, and reporting requirements through effective operational systems and documentation practices.

- Assist with project tracking, reporting, documentation and workflow administration to support portfolio oversight and operational planning.
- Support effective resource coordination and prioritisation across research operational activities in collaboration with the Head of Research Operations and Pillar Leaders.

Core Competencies for the Role

Task complexity Responsible for coordinating and managing a diverse range of operational activities across multiple Capability Pillars and research projects within a complex, multidisciplinary research environment. The role requires balancing competing priorities, coordinating shared technical resources, and supporting operational delivery across concurrent projects with varying timelines, stakeholders, and operational requirements.

Knowledge required

Requires sound knowledge of operational management practices within research, scientific, laboratory, or technical environments, including an understanding of research support operations, workflow coordination, resource management, and operational governance processes. A practical understanding of multidisciplinary research environments and the ability to work effectively across technical and professional support functions is required.

Judgement and problem solving

Exercises judgement in prioritising operational activities, resolving workflow and coordination issues, identifying operational risks and inefficiencies, and supporting practical process improvements. The role requires initiative, sound problem-solving skills, and the ability to adapt to changing operational requirements while balancing stakeholder needs and organisational priorities.

Level of supervision and independence

Operates with a moderate to high degree of independence under the general direction of the Head of Research Operations. Responsible for managing day-to-day operational activities, coordinating teams and workflows, and exercising discretion in the management of operational matters, while escalating significant strategic, financial, or organisational issues as required.

Organisational relationships and impact

Builds and maintains collaborative working relationships across Research teams, Capability Pillars, and Institute support functions. The role has a significant impact on the efficiency, coordination, and effectiveness of research support operations and contributes to the successful delivery of the research program and broader organisational objectives.

ABOUT YOU

You are a collaborative and operationally minded connector and people leader who enjoys enabling others to do their best work. You bring a practical, solutions-focused approach and are motivated by improving how teams work together to deliver high-quality outcomes in a complex and fast-paced research environment.

You build strong, trusted relationships across a diverse range of stakeholders and work effectively across technical, research, and professional support teams. You are

approachable, responsive, and comfortable navigating competing priorities while maintaining a strong service orientation.

You foster accountability, collaboration, and continuous improvement within teams, and are confident supporting leaders and teams through changing operational requirements and evolving priorities. With a calm and organised approach, you are able to bring structure, coordination, and follow-through to busy operational environments while contributing positively to team culture.

SELECTION CRITERIA

Essential

- Relevant tertiary qualification in science, engineering, or a related discipline; or equivalent relevant experience.
- Demonstrated substantial experience in operational coordination or management within a research and development, scientific, laboratory, or another complex technical environment.
- Experience managing or coordinating technical, operational, or multidisciplinary teams.
- Demonstrated experience coordinating multiple concurrent operational activities, workflows, or projects.
- Demonstrated ability to support operational improvement initiatives and contribute to effective workflow and process management.
- Demonstrated ability to work collaboratively with a broad range of stakeholders across multidisciplinary teams.
- Demonstrated proficiency in standard business systems and software applications relevant to operational coordination and reporting.

Desired

- Experience working within a medical research institute, university research environment, hospital research setting, or translational research environment.
- Experience working within shared-service, matrix, or cross-functional operational models.
- Familiarity with research governance, quality systems, compliance processes, or regulated environments.
- Experience supporting operational reporting, resource coordination, or portfolio tracking activities.
- Understanding of laboratory operations, research support services, or technical capability management.
- Strong understanding of budgeting, financial management, or operational resource planning processes.

Additional Requirements: Prior to any offer being made, and at any point during employment, any of the following may be required to be provided:

- A national police check via Fit2Work or an alternative as identified by Bionics Institute.
- Evidence of holding the legal right to work in Australia with no restrictions.

- Evidence (for sighting) of any vaccinations required by the Bionics Institute under any applicable laws, rules, regulations and government public health orders or directions.

OUR COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION

As our research transforms the lives of people across all walks of life, we recognise that a diverse, engaged, and united team makes us stronger, and we hire qualified people from all different backgrounds and experience levels.

We encourage employees to speak with your manager or a member of our HR team about the type of working arrangements that would help you thrive in your role at the Bionics Institute.

BENEFITS OF WORKING WITH US

At Bionics Institute, you'll be part of a team making a tangible difference in global health. We offer the following benefits.

- Competitive salary with salary packaging of up to \$18,550 per annum to increase your take home pay.
- Flexible and hybrid working arrangements.
- Corporate Bonus Scheme with the potential to receive up to 10% of your annual salary.
- Professional development opportunities and mentorship to ensure career progression.
- A collaborative, inclusive workplace that values diversity.

POSITION DESCRIPTION

A full position description is available on the Bionics Institute's website: [Work with Us](#). If you have further questions about this opportunity, please contact a member of our HR Team on HR@bionicsinstitute.org.

READY TO APPLY?

If you believe you have the attributes to be an integral part of the team, please submit your application via SEEK, including a CV and a brief cover letter (max 2 pages) that addresses the selection criteria. *Direct applications and/or applications that do not include a cover letter addressing the criteria will not be considered.*

Applications Close **22 July 2026 at 11.59 pm** however interviews may begin before the closing date.

Note: We do not accept unsolicited agency applications and are not responsible for any fees related to unsolicited CVs.