

POSITION DESCRIPTION

POSITION TITLE	Laboratory Support Officer
CLASSIFICATION	PG 4.1 – PG 4.4 (currently \$71,582 - \$75,968 base per annum, full time) depending on skills and experience.
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 Laboratory & OHS Manager, the Laboratory Support Officer plays a key role in supporting the delivery of operational and research objectives within the Bionics Institute. This position is responsible for supporting the day-to-day operation of the Bionics Institute laboratories located in the Daly Wing of St Vincent's Hospital, contributing to the effective and efficient operation of the team and broader organisational priorities.

The role works closely with researchers and capability pillar personnel to deliver laboratory and administrative support, enabling effective collaboration and consistent, high-quality outcomes. Key focus areas include equipment management, training, procurement, and administrative tasks, with an emphasis on accuracy, timeliness, and alignment with relevant policies, procedures, and best practice. The Laboratory Support Officer also plays an active role in fostering strong working relationships and a collaborative, solutions-focused culture across the organisation.

Key responsibilities

- Maintain laboratories and storerooms in a clean and orderly condition, including cleaning glassware.
- Develop, improve, and maintain systems to support efficient laboratory operations, e.g. inventory management systems.

- Support the team with transitional requirements for ACMD facility.
- Undertake physical stocktakes as required.
- Draft laboratory permit, licence, and certification applications for approval by the Laboratory & OHS Manager and monitor ongoing validity and renewal requirements.
- Assist the Laboratory & OHS Manager with generating the departmental budget.
- Perform internal calibration, testing and routine maintenance of laboratory equipment.
- Manage external calibration, testing, and maintenance of laboratory equipment.
- Review equipment maintenance and calibration reports and coordinate any required follow-up actions.
- Assist the Facilities Operations Manager with maintenance of research assets on the fixed asset register.
- Lodge, monitor, and resolve facilities maintenance requests for laboratory spaces, liaising with the Facilities Operations Manager as required.
- Deliver routine laboratory equipment training and competency assessment.
- Author equipment related documentation, including SOPs and training guides.
- Identify and escalate issues in a timely manner.
- Deliver inductions as required.
- Maintain records under a quality management system (QMS).
- Order routine laboratory consumables.
- Develop a strong understanding of Institute research requirements.
- Proactively support researchers with procurement of new equipment and speciality ordering.
- Order linen/laundry service.
- Order gas cylinders.
- Submit and receive orders through BI ordering software.
- Ensure deliveries are distributed promptly.
- Act as cover for other team members during periods of absence or leave.
- Support the team to effectively manage workload.
- Other ad hoc duties as directed.

Core Competencies for the Role

Task complexity - Routine

Work is generally repetitive following a standard method or format, but the details of each task may vary slightly. Position holder can easily resolve difficulties by applying knowledge of established principles, practices or procedures.

Knowledge required - General

Degree level theoretical knowledge, and knowledge of up-to-date professional standards and precedent.

Judgement and problem solving - Derivative

Solves relatively simple problems with reference to established techniques and practices. Performs routine tasks where there is some ability to make judgements on work sequences and priorities. Can refer more complex problems to a higher level for decision.

Level of supervision and independence - Routine

Position holder is told broadly what tasks to do, generally how to do them and when to have them completed. The position holder can determine the steps or priorities to ensure tasks are completed on time, there is some scope to rearrange work routines as long as work is performed using established procedures. Supervision is typically every few days, and quantity / quality of work output is routinely monitored.

Organisational relationships and impact - Strong

Position holder is able to apply their knowledge of their work area and understand the impact of their actions on other work areas and employees. Can provide advice or assistance to others based on in-depth knowledge within field of expertise. Has started to develop ability to recommend changes to processes and procedures to improve operations.

ABOUT YOU

Success in this role will require a high level of organisation and attention to detail, with a strong commitment to accuracy. You are energised by working collaboratively with stakeholders to develop and improve systems of work. While you follow instructions and established procedures closely, you also naturally identify and highlight opportunities for improvement. Flexible, versatile, and practical in your approach, you are comfortable independently prioritising your workload to meet required deadlines.

You demonstrate confidence and well-developed interpersonal and communication skills, enabling you to build strong professional relationships with a variety of stakeholders across the organisation. Able to work with minimal supervision, you also contribute effectively within a team environment, readily stepping in to support the team and address operational needs.

Well-developed troubleshooting and problem-solving skills, combined with initiative and sound judgement, enable you to identify and navigate complex issues, quickly find feasible solutions, and recognise when escalation is required.

SELECTION CRITERIA

Essential

- Experience working in a laboratory or research setting.
- Strong Microsoft Office suite skills

Desired

- Qualifications in a related field e.g. Diploma of Laboratory Technology.
- Experience delivering training and/or assessing competency.
- Experience working under a formal Quality Management System.

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.