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| Title | Administrative Assistant – Research Office | Position  Reports to | Research Manager |
| Classification | *HS3* | Employment Status | Part Time |
| Enterprise Agreement | *Health and Allied Services, Managers and Administrative Workers*  *(Victorian Public Sector) Enterprise Agreement 2021-2025* | | |

As Australia’s only specialist eye, ear, nose and throat hospital, The Royal Victorian Eye and Ear Hospital’s (the Eye and Ear) has been providing care for the senses for 150 years. The Eye and Ear has over 50 different outpatient clinics for the diagnosis, monitoring and treatment of vision and hearing loss and provides a 24-hour emergency eye and ear, nose, and throat service. The Eye and Ear provides care annually for around 250,000 patients, with over 200,000 outpatients, nearly 40,000 emergency patients and over 14,000 inpatients.

### Vision Mission And Values

The Eye and Ear is a world leader providing exceptional care. We aspire to be the world’s leading eye and ear health service through; outstanding patient experience; exemplary leadership; inspiring our people and building a platform for the future. Our values of **Integrity, Care, Excellence** and **Innovation** are at the core of everything we do.

* **INTEGRITY** We act ethically, accept personal accountability, communicate openly and honestly and treat everyone with trust and respect
* **CARE** We treat patients with respect, are compassionate, thoughtful and responsive to their needs and sensitive to diversity
* **TEAMWORK** We communicate openly, respect diversity of views and skills and work effectively with partners and in multi-disciplinary teams to deliver the best outcomes for patients
* **EXCELLENCE** We give our personal best at all times, deliver exemplary customer service, monitor performance and seek leading edge ways to improve it

Please read our full [Strategic Plan](https://eyeandear.org.au/wp-content/uploads/2023/10/Eye-and-Ear-Strategic-Plan-2023-27-Final-20230706.pdf) 2023-2027.

The Eye and Ear is an equal opportunity employer and is committed to providing a work environment that is free from harassment or discrimination and promotes inclusion, equity, diversity and cultural awareness in the workplace. The Eye and Ear is a smoke free environment.

### Position Summary:

The Administrative Assistant – Research Office is responsible for *providing administrative support to the Hospital’s Research Office and Secretariat support to the Human Research Ethics Committee (HREC). Further responsibility for provision of specialist advice to researchers, within and outside the Hospital, on the ethics and/or governance submission requirements*.

### Key Responsibilities / Performance Outcomes:

1. Work within an ethically and legally sound framework. Ensure responsibilities are undertaken in accordance with the Eye and Ear policies and procedures, Code of Conduct and applicable legislation.
2. Provide administrative support to the Research Manager
   1. Assist the Research Manager in ensuring that robust research governance requirements are met by Researchers.
3. Provide administrative support to the following Eye and Ear Committees; Human Research Ethics Committee (HREC), Lower Risk Research Subcommittee (LRRSC).
   1. Manage HREC correspondence, including application processing, agenda preparation, post approval management, privacy reporting, authorised prescriber applications and associated record keeping.
   2. Work with HREC Chair and members regarding project review management.
   3. Work with the HREC Chair, and Research Manager to manage and oversee Committees to ensure they are properly constituted and conducted in accordance with National Health and Medical Research Council requirements for ethics committees and are functional and effective.
   4. Work with the HREC Chair and Research Manager to manage and oversee HREC Procedures.
   5. Manage LRRSC correspondence, including application processing, post approval management, privacy reporting, and associated record keeping.
4. Key role in monitoring Good Clinical Practice (GCP) training for all researchers.
5. Manage record keeping, organise and promote training opportunities.
6. Prepare and manage HREC reports
   1. Internal Reports (Board, Eye and Ear Departments)
   2. External organisations (NHMRC).
7. Manage Quality Assurance (QA) applications including correspondence, application processing, post approval management and associated record keeping.
8. Ensure the functionality of the Research Office databases (Ethical Review Manager (ERM), REDCap), with respect to data integrity, accuracy and completeness.
9. In consultation with the Research Manager, work flexibly within the Research Office when workloads are variable across the various areas of responsibility.

### Quality, Patient Safety And Risk Management

Ensure utilisation of systems designed to support quality, safety & risk management. This involves:

* Having an understanding of working within your role and responsibilities outlined in the Eye and Ear Quality Clinical Governance Framework ([link](http://home.rveeh.local/InfoHub/Policy/Procedures/Quality%20and%20Clinical%20Governance%20Framework.docx)) to deliver safe high quality and person-centred experience and care.
* Participating in reporting and analysis of safety and quality data including risks or hazards.
* Participating in improvement activities.
* Participating in the reporting and analysis of quality initiatives, adverse events and risk identification.
* Participating in appropriate professional development activities and other quality and safety training.
* Participating in health service activities required for accreditation.
* Ensuring appropriate use of hospital resources.
* Demonstrate awareness of the financial requirements of the department and demonstrate an awareness of cost-effective practice.
* Actively participate in the annual performance development cycle.
* Is compliant with the Eye and Ear Data Accountability Framework ([link](http://home.rveeh.local/InfoHub/Policy/Procedures/Data%20Integrity%20Framework.docx)).

### Occupational Health And Safety

The Eye and Ear endeavours to provide a working environment for its employees that is safe and without risk to health. Employees are required to:

* Perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions.
* Actively promote and demonstrate the organisational values of integrity, care, excellence and teamwork.
* Participate in wellness@work initiatives.
* Report any hazards, near miss and incidents (regardless of whether an injury occurred or not) via the Victorian Health Incident Management System (VHIMS) Riskman.
* Understand and adhere to emergency procedures.
* Actively discourage and where possible call out inappropriate behaviour that may pose a safety risk to others.
* Participate actively in return to work programs if injured, and supporting injured colleagues in their return to work.

### Selection Criteria: Qualifications, Experience And Competencies

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|  | **Essential** | **Desirable** |
| **Qualifications** |  | *Bachelor of Science (or equivalent)* |
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| **Experience** | *Experience in an hospital, clinical service, or research organisation environment* | *Experience in research* |
|  |  | *Experience in an administrative support role to a Committee* |
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| **Competencies** | *Proven ability to appropriately prioritise tasks* |  |
|  | *Highly developed administrative skills* |  |
|  | *Highly developed organisation and coordination skills* |  |
|  | *Highly developed literacy and English language and grammar skills* |  |
|  | *Accuracy in spelling and numeracy* |  |
|  | *Customer service focus* |  |
|  | *Ability to work independently requiring considerable coordination skills* |  |
|  | *Ability to manage competing priorities* |  |
|  | *Commitment to maintaining confidentiality in all matters* |  |

### Reporting Lines

**Position Reports to –** *Research Manager*

**Number of Direct reports -** *Nil*

### Key Working Relationships

**Key Working Relationships**

(Internal)

* Executive Director Medical Services/Chief Medical Officer
* Director Medical Services
* Chair, HREC
* Research Office team
* Department Heads
* Campus research partners
* Researchers

(External)

* Other Universities/Research Institutes
* Other Hospital Research Offices
* Researchers

*All staff are required to have a satisfactory National Criminal Record Check. Direct patient care/clinical employees are required to have a valid Working With Children Check.*

### Author of Position Description or Manager of Position:

Name Peter Keller

Date 3 October 2025

The Eye and Ear reserves the right to modify this position description as required. The employee will be consulted when this occurs. Statements included in this position description are intended to reflect the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

**Agreement**

I have read, understood and agree to comply with the position description.

Name:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_