

| Position Description | |
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| POSITION TITLE | Operations Lead China |
| REPORTING RELATIONSHIP | Director Global Project Operations Managing Director, TGI China |
| TEAM/PROGRAM | CORE China / Academic Project Operations |
| FULL TIME EQUIVALENT | 0.4 FTE |
| CAREER STEP | Specialist Projects |
| TYPE OF EMPLOYMENT | 12-24 months |
| DATE | July 2021 |

The George Institute for Global Health

“The George’ is 700+ people focused on improving the health of millions of people worldwide. An independent medical research institute affiliated with leading universities and with projects in approximately 50 countries, we are challenging the status quo in healthcare to find the best ways to prevent and treat chronic disease and injury, and to influence policy and practice worldwide. Our innovative commercial enterprises help maximise our impact.

The Institute’s 2025 strategic plan has three key priorities:

1. Better treatments: Finding better treatments for the world’s biggest health problems
2. Better care: Transforming primary health care to deliver better health to more people
3. Healthier societies: Harnessing the power of governments, markets, and communities to improve health

Here is just a sample of the things we’re doing to have the greatest impact on global health:

- Better treatments:
 - We are identifying better and safer treatments for our biggest killers like stroke, heart disease and high blood pressure.
 - We’re developing an affordable dialysis machine, with potential to save millions of lives each year and transform the way kidney disease is treated globally.
- Better care:
 - In China, we ran a successful education and awareness program to reduce the amount of salt eaten by people by 25% each day.
 - In rural India, we’ve shown that mobile technology can help diagnose mental health issues, as well as help treat cardiovascular disease, and we’re looking at similar approaches to treating chronic diseases in Indonesia and China.
 - We’ve shown that simple text messaging can help prevent heart attack and stroke. Now, we’re working to roll this out globally to prevent chronic diseases affecting millions of people.
- Healthier societies:
 - Together with Aboriginal communities in NSW, Australia, we’ve developed an innovative community led program to assist young Aboriginal drivers attain their license, now implemented in a dozen of locations.
 - In many countries, our award winning FoodSwitch smartphone app is helping people make healthy food choices when shopping.

And much more...



Context of the Role

CORE China works closely with our Research staff to ensure research projects are delivered and aims are achieved. The research staff are responsible for the set-up, conduct and delivery of a research project, according to best practice guidelines, local requirements, and research budgets.

The overall strategy of Academic Project Operations (APO) is to:

- Hire, train, develop and retain exceptional people
- Provide high-quality operational expertise to support & strengthen research projects
- Provide high-quality operational services to external collaborators
- Implement new & innovative initiatives to enhance the delivery of research projects

The Role

The Operations Lead is responsible for strategy development, high quality research project operations, staff management and development within CORE China and APO. The Operations Lead will be part of the APO leadership group.

Reporting Relationships

The Operations Lead will report to the Director Global Project Operations and the Managing Director TGI China.

The Operations Lead will have both functional and line management responsibilities for assigned Project Managers (PMs) and may have direct or indirect line management responsibilities and/or functional responsibilities for Senior Clinical Research Associate (SCRAs), Clinical Research Associate (CRAs), Senior Project Officer (SPOs), and Project Officers (POs).

Duties and Key Responsibilities

Operational Management

- Works closely with the Director Global Project Operations to implement and streamline project operations processes and enhance the project operations structure
- Work with PMs/SPMs to determine appropriate staffing levels required for current projects and respond to future project demands, while balancing business constraints
- Work with PMs/SPMs in the recruitment of the CORE China APO team
- Work with PM/SPMs on issue identification, escalation, and resolution
- Manage team performance to drive project deliverables with a continuous improvement mindset through performance and development reviews, check-ins, and career development
- Develop systems, processes, and support mechanisms to empower staff to manage their own careers and development.

Project Oversight and Reporting

- Coordinate progress reports as required, for senior management and other relevant stakeholders
- Ensure all research projects are delivered in accordance with TGI requirements, procedures, processes, external compliance and within ethical guidelines



- Provide input on ongoing quality assurance, risk management and analysis, and strategic planning for projects
- Coach the assigned line management staff to effectively manage research project issues.

Stakeholder Management

- Act as the lead contact point between the research projects and TGI offices to facilitate and disperse communication and manage any research enquiries
- Initiate and maintain effective relationships with the internal and external stakeholders
- Work globally by linking with and being a point of contact for research operations staff in other countries
- Prepare and manage MOUs and contracts with external partners, collaborators, suppliers, and funders.

Innovation and creativity

- Contribute to the annual strategic plan for APO
- Initiate and lead process improvement initiatives for APO
- Engage in special projects to develop and implement new & innovative initiatives to enhance the delivery of research projects.

As a Team Member:

- Participate in special projects to improve processes, tools, systems, and organisation
- Take responsibility for personal learning and development and for setting achievable and meaningful work objectives and managing personal targets, meeting obligations of TGI's Performance Management and Development Policy
- Demonstrate commitment to TGI's organisational values, including performing to an exceptionally high ethical standard and focus on integrity, collaboration, and teamwork in all efforts.

As a Team Manager:

- Ensure direct reports understand and comply with TGI's Policies and procedures, standard operating practices, ethical practice (with respect to research) and the legislative environment.
- Be responsible for managing performance of direct reports, including the completion of plans, and agreeing on work and personal objectives and reviewing such plans and objectives, in accordance with TGI's Performance Management and Development Policy.
- Act as a role model and ensure the team's commitment to TGI's values, ensuring direct reports perform to a high ethical standard and focus on integrity, collaboration, and teamwork in all efforts.

Work, Health and Safety

- Comply with Work Health and Safety legislation and operate in accordance with established Occupational Health and Safety practice and procedures at TGI
- Promote and contribute to a safe, secure environment for staff and visitors.

Skills, Knowledge and Experience

Essential

- Fluent in written and spoken English and Mandarin



- Relevant health / medical qualification
- At least >7 years' experience in managing projects, Senior Project Manager or have experience in delivering clinical research trials in a research or pharmaceutical environment
- Extensive knowledge and experience of Research and Project Management principles
- Extensive experience leading project teams and/or line managing employees
- Strong leadership skills with demonstrated ability to lead, develop, coach and mentor project team members
- Advanced technical writing and oral presentation skills
- Experience at seeking project opportunity areas, initiating process improvements, and developing guidelines and procedures
- Solid experience managing and tracking budgets
- Solid experience in contracts management and oversight
- Strong negotiation skills and ability to influence at highest level
- Demonstrated clear interpersonal written and verbal communication skills, able to communicate with various professions and on different levels
- Experience with regulatory bodies and research ethics committees
- Experience in overseeing and supporting collaborative projects amongst a multidisciplinary team, in accordance with, ICH/GCP and all applicable regulations and guidelines in the relevant regions
- Extensive experience in academic / university / medical research /biotech / pharmaceutical environment
- Adaptability and flexibility to handle a wide range of stakeholders, ambiguous conditions and changing priorities
- Strong problem solving and analytical skills, including experience working with statistical applications
- Ability to see the big picture, yet still focus on detail and quality of work.

Desirable

- Experience in managing projects that have been operational in China.