

POSITION DESCRIPTION

POSITION TITLE:	Client Engagement Manager
CLASSIFICATION:	AO6
GROUP:	Q-Gen Cell Therapeutics
DEPARTMENT:	Scientific Services
LOCATION:	Herston

POSITION OBJECTIVES

Support the growth and sustainability of Q-Gen Cell Therapeutics by coordinating client interactions and ensuring timely completion of project milestones and deliverables.

This includes:

- Onboard new clients
- Document, track and report on project activities to ensure client expectations are met

ORGANISATION CONTEXT

QIMR Berghofer is a statutory body under the Queensland Institute of Medical Research Act (1945). QIMR Berghofer Medical Research Institute proudly serves the people of Queensland with better health and wellbeing through impactful medical research. Our collaborative research programs address the foremost health challenges of our time. Our research responds to health challenges arising from social and environmental factors and aims to advance Aboriginal and Torres Strait Islander health equity.

QIMR Berghofer has a vision to lead the way to significant innovation in health outcomes, nationally and globally. We are committed to supporting ground-breaking research discoveries, achieving sustainability and conducting impactful research.

The Institute focuses its research within four key Programs:

- Cancer Research
- Infection & Inflammation
- Brain and Mental Health
- Population Health

Our Professional Services are organised into departments that provide specialist support for the conduct of internationally competitive research programs and projects. These include People and Culture; Business Development; Finance & Administration; Information & Facilities; Corporate Affairs and Fundraising; Scientific Services; Legal; Research Governance and Funding; Corporate Risk, Governance and Compliance; Growth and Partnerships; and Strategic Planning.

QIMR Berghofer promotes a Working Better Together operating model, recognising that whilst the purpose of the Institute is medical research, and the contribution of researchers is key, it cannot be done without the work of our highly-skilled professional staff. It recognises that we are all here to facilitate the same mission – Better health through

impactful medical research. Working Better Together is underpinned by the shared understanding and application of our values:

- Excellence
- Integrity
- Respect
- Collaboration
- Accountability

Q-Gen is part of the Scientific Services Group within QIMR.. This is a GMP facility for the manufacture of investigational cell therapy products for internal and external clients. Q-Gen Cell therapies provide clean room facilities, storage and quality management to facilitate the transition from research to validated manufacturing processes, as well as contract manufacturing services.

REPORTING STRUCTURE

This position reports to the Q-Gen Operations Manager.

PRIMARY RESPONSIBILITIES

- Onboarding new clients, to ensure client confidence and loyalty
- Develop strong communication plans to meet client expectations and resolve issues
- Foster a client-centric team environment and advocate for client success
- Manage multiple clients through their project life-cycle, ensuring that project methodologies, standards and processes are implemented, and that client deliverables are completed within agreed timeframes, scope and budget. This includes:
 - Identify relevant stakeholders
 - Coordinate the definition of project scope and objectives
 - Consult with clients and stakeholders to determine project requirements
 - Analyse client requirements and coordinate the production design documents, specifications, estimates and plans
 - Establish and maintain a project risk register
 - Prepare and maintain detailed project plans, including a schedule of work
 - Manage and oversee project delivery
 - Complete post-project reporting
- Manage client involvement in GMP activities, including change control, document control and training
- Foster and maintain productive collaborations and positive working relationships with internal and external stakeholders
- Manage client meetings, including maintenance of records of meetings, decisions and actions required
- Ensure work practices comply with the requirements of the Institute's Workplace Health and Safety policies and procedures

KEY SELECTION CRITERIA (Qualifications, Experience, Skills and Abilities)

Essential

- Tertiary qualification in life sciences or health discipline
- Experience in investigational product development and clinical trials
- Demonstrated high level skills and expertise in the delivery of client success

- Demonstrated knowledge and skills in project management techniques, tools and methodologies, covering all phases of the project life cycle
- Self-motivated, and highly organised; able to meet deadlines and deliver multiple competing priorities in a complex and challenging environment
- Substantial skills in building effective relationships and influence clients in diverse cultural contexts
- Excellent verbal, written, presentation and communication skills, including ability to present to technical and non-technical audiences

Desirable

- Qualifications in business management (including project management)
 - Experience in the medical research/pharmaceutical/biotechnology sector.
 - Demonstrated understanding of cell therapy and regenerative medicine sectors.
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QIMR Berghofer also offers:

- Salary Packaging
- State-of-the-art facilities
- Stimulating work setting focussed on cutting-edge medical research
- Supportive/collaborative team environment
- Parental leave provisions