

Position Description – Laboratory Services Manager

Updated 20 Oct 2025

POSITION DETAILS	
College/Portfolio	College of Science and Engineering
Organisational Unit	College Services, Technical Services
Supervisor (Title)	Director of College Services
Classification	Higher Education Officer Level 8
Employment Type	Continuing, Full Time

POSITION SUMMARY
Under broad direction the Laboratory Services Manager provides leadership and oversight of laboratory operations supporting both teaching and research activities within the College. The role ensures laboratories are safe, well-resourced, and effectively managed to meet learning and research objectives. Working closely with academic and professional staff, the Manager leads the service teams, oversees equipment and facility management, and promotes a strong culture of safety, service excellence, and continuous improvement. The position plays a key role in aligning laboratory operations with the College's strategic priorities and in supporting the development of technical capability across all laboratory areas.

UNIVERSITY EXPECTATIONS AND VALUES
All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to: • demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence, and the underlying ethos of being Student Centred; • contribute to the efficient and effective functioning of the team or work unit to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members, if required, and undertaking other key responsibilities or activities as directed by one's supervisor; • promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity; • perform their responsibilities in a manner which reflects and responds to continuous improvement; and • Familiarise themselves and comply with the University's <i>Work Health and Safety, Injury Management and Equal Opportunity</i> policies. <i>A Nationally Coordinated Criminal History Check (NCCHC) which is satisfactory to the University will be required by Flinders University before the successful applicant can commence in this position.</i>

KEY POSITION RESPONSIBILITIES

The Laboratory Services Manager is responsible for:

Team Management and Development

- Provide leadership, supervision, and professional development opportunities to technical service teams supporting teaching and research laboratories.
- Foster a positive, inclusive, and high-performance team culture that promotes collaboration, service excellence, and continuous improvement.
- Oversee workforce planning and resource allocation to ensure adequate technical support across all laboratory areas.

Operational Leadership

- Lead and manage the daily operations of teaching and research laboratories to ensure they are safe, efficient, and well-resourced to support teaching and research activities.
- Oversee scheduling, resourcing, and coordination of laboratory spaces to support teaching timetables, research programs, and external partnerships.
- Ensure the availability and functionality of laboratory equipment, instruments, and facilities, including training, maintenance, calibration, and lifecycle management.
- Oversee the development, delivery, and monitoring of training and induction programs for shared equipment, ensuring all users are appropriately trained and compliant with safety and operational requirements.

Stakeholder Engagement and Service Delivery

- Build and maintain effective relationships with academic staff, students and external partners to understand their needs and ensure laboratory services are aligned with teaching and research priorities.
- Provide expert advice and support to stakeholders on laboratory-related matters, including resource planning, compliance, equipment usage, and technical solutions.
- Contribute to projects and initiatives that enhance laboratory infrastructure, service models, and research capability.

Health, Safety, and Compliance

- Ensure all laboratories comply with relevant legislation, regulations, codes of practice, and University policies, including workplace health and safety, biosafety, chemical management, and ethical standards.
- Promote and model a strong safety culture, including conducting regular audits, risk assessments, and incident investigations, and implementing corrective actions.
- Maintain appropriate training and competency records for all technical staff and users of laboratory facilities.

Strategic and Financial Management

- Contribute to strategic planning for laboratory infrastructure, capability development, and service delivery improvements.

- Develop and manage budgets for laboratory operations, including forecasting, procurement, monitoring expenditure, and asset management.
- Identify and implement opportunities for operational efficiencies, cost recovery, and enhanced service delivery to internal and external stakeholders.

Continuous Improvement and Innovation

- Drive continuous improvement initiatives to enhance laboratory operations, workflows, and service delivery.
- Stay informed of emerging technologies, best practices, and regulatory changes relevant to laboratory environments and translate these into practice.
- Lead or support projects that expand laboratory capabilities, improve user experience, and support the College's strategic goals.
- Any other responsibilities in line with the level of the role as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

- A relevant tertiary qualification in the Sciences or relevant extensive work experience in relevant teaching, technical fields or equivalent combination of experience and/or education and/or training.
- Strong leadership skills with the ability to set direction, build capability and foster a collaborative and service-oriented culture.
- Demonstrated experience leading and developing multidisciplinary technical teams, including workforce planning, performance management and professional development.
- Demonstrated experience in operational management of laboratory services across both teaching and research settings in a large or complex organisation.
- Comprehensive knowledge of laboratory operations, equipment, infrastructure and technical service delivery, including experience with diverse scientific disciplines.
- Proven experience in managing budgets, resources, procurement and infrastructure to support teaching and research outcomes.
- In-depth understanding of legislative, regulatory and compliance frameworks relevant to laboratory operations, including WHS and environmental standards.
- Excellent interpersonal and communication skills, with the ability to engage and build effective relationships with a wide range of stakeholders including academic staff, researchers, students, and external partners.
- High-level organisational and problem-solving skills, with the capacity to manage competing priorities, deadlines and complex operational demands.
- Strategic thinking and the ability to translate organisational goals into effective operational plans and laboratory service models.

- Commitment to health and safety, continuous improvement, innovation, and sustainability in laboratory operations.
- Adaptability and resilience in navigating change and driving improvements in a dynamic environment.

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