ARMS 2024 CONFERENCE ABSTRACT

Theme: Professional Research Management as an embedded practice

Title: DEVELOPING KNOWLEDGE THROUGH TRANSPARENCY

Authors: Ms Sharon York, Manager Research Administration, Ms Sanita Kratina, Research Contracts Adviser (Presenter) and Ms Lorraine Dunbar, Research Administration Team Leader - Edith Cowan University

Abstract:
The Research Administration team at Edith Cowan University has implemented a shadowing practice to identify areas of process improvement and efficiencies, and to gain knowledge of both colleagues' and stakeholders' roles with whom the team liaises with during the research project lifecycle.

An internal team buddy shadowing structure and framework was implemented, where each buddy team was provided with a section of pre-award and post-award Standard Operating Procedures (SOPs) to review. The buddy team meet frequently to alternate shadowing between pre and post award positions. The main outcomes for the team included the review of Research Administration Team SOPs, the development of summary flowcharts for relevant areas, and the sharing of a Research Administration team flowchart for researchers.

Shadowing outside Research Administration (external team shadowing) by individual team members was also implemented through establishing clear aims and outcomes for the benefit of the team and professional development of the individual.

Team members are gaining valuable insights into the roles and responsibilities of their colleagues, whilst external shadowing provides exposure to new perspectives and best practices.

Shadowing is a powerful tool for professional development, allowing individuals to observe and learn from their colleagues both within their team and externally. Benefits of shadowing, include increased knowledge sharing, improved collaboration, enhanced skill development, and process improvement.