

Position Description
Veterans Education and Research Association of Northern New England, Inc.

TITLE: Senior Administrator for Process Improvement

JOB CLASSIFICATION: Part-time (0.50 fte)

REPORTS TO: Executive Director

INTRODUCTION:

The Veterans Education and Research Association of Northern New England (VERANNE) was established in 1989 and is registered in the State of Vermont as a non-profit 501(c)(3) corporation. It is part of a network of VA non-profit corporations that provide a more efficient mechanism for private and non-VA funding of VA research and education which may include federal grants, pharmaceutical companies, and other private industry sponsors. The administrative staff includes an Operations Advisor, Accounting and Human Resources Manager, and a Program Coordinator in addition to over thirty research professionals included on its payroll. The program and administrative budget for the 2022 fiscal year was approximately \$4,000,000. To learn more about VERANNE, visit www.veranneinc.org.

The Senior Administrator for Process Improvement must have a high degree of knowledge regarding the operational, financial and compliance aspects of research administration. Incumbent will work closely with the Executive Director to assess current administrative workflows, collaborating with research stakeholders across VERANNE sites to monitor the research ecosystem, identifying and implementing needed improvements which are critical to a reliable and efficient research administration.

KEY RESPONSIBILITIES:

- Define critical metrics for efficient and compliant research administration activities
- Document operational steps across the life cycle of projects, from protocol development to project close-out
- Using Continuous Quality Improvement (CQI) strategies, create an implementation plan for process improvement that promotes best practice in research operations and financial management
- Participate in the identification and development of core competencies for research professionals to ensure best practices in VERANNE; conduct training of research teams in response to new process improvements or workflow.
- Develop positive and collegial relationships with investigators, their staff, and institutional stakeholders across the VA and VERANNE's four sites to ensure open communication and timely response to expressed concerns regarding administrative processes
- Develop sustainable guidance for the VERANNE research community that removes impediments to efficiency and promotes research development
- Collaborate with identified stakeholders across all VERANNE sites to build a responsive, accessible team in support of meaningful research and education activities for the veteran community

ACCOUNTABILITY: Reports directly to VERANNE Executive Director

QUALIFICATIONS:

- Minimum of 5 years of relevant experience in federal/non-federal research management required
- Direct experience working with US Department of Veterans Affairs preferred
- Experience in LEAN principles and process improvement strategies preferred; commitment to attend trainings relevant to the role
- Excellent communication skills and service-oriented approach to research administration
- Excellent analytic and problem-solving skills
- Experience training and mentoring mid-level research administrators
- Work is primarily on location at White River Junction, VT; hybrid option may be considered

BENEFITS:

A competitive benefits package including medical, vision, dental insurance, retirement savings plan, and paid leave is available.

Direct all inquiries to:

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Executive Director VERANNE
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