

● Turning Around Your Operations, Where to Start and How to Succeed

Is your research support office not performing as well as it should? Do you have low researcher satisfaction? Low staff morale and high staff turnover? Are your staff members struggling with consistently high workloads? Then it is time to do something about it!

This session will focus on the turnaround of research support offices and will provide concrete tips on how to diagnose the problem and create a strategy for moving your organization from where it currently is to a desired future state.

The session will focus on three elements of successful transformation – people, processes, and systems. The necessity of using metrics to identify focus areas for improvement and for driving performance will also be addressed, as well as the risks of not changing the current way of working. The facilitators of this session will share their own journeys of turning around research support offices - what has worked and what hasn't!

Presenters:

- **Mr David Richardson, University of Illinois at Urbana-Champaign (United States)**
David Richardson initiated his research administrative career in 1992 having served at multiple institutions while remaining actively involved in the field of research administration at both the national and global levels. He has executive experience managing all aspects of the sponsored project lifecycle and through a variety of office structures and varying resources. He is a frequent presenter, workshop instructor, and invited speaker sharing his knowledge of research administration around the globe. Dave currently serves as the Executive Associate Vice Chancellor for Research and Innovation at the University of Illinois at Urbana-Champaign.
 - **Ms Eva Björndal, King's College London (United Kingdom)**
Eva Björndal is the Director of Post-Award at King's College London, UK who is responsible for the financial management and audit coordination of externally funded research grants and contracts. She has worked in research management and administration for a total of 19 years. Since 2010 she has been an active member of NCURA, having served as Chair of NCURA's International Region twice, as a member of the Select Committee on Global Affairs, as a member of the Nominating & Leadership Development Committee and the PDC Educational Programming Subcommittee. She is currently serving as a Board Member representing the International Region
 - **Mr Martin Kirk, King's College London (United Kingdom)**
Martin Kirk is currently the function lead and director of research operations at King's College London responsible for grants (pre-award, post-award, contracts), research development, clinical trials, commercialization, high performance computing, analytical platforms, post-graduate research scholarships, research compliance.
Prior to working at King's College, he held senior research admin roles at UBC in Vancouver and before that at the University of Calgary. He has a PhD in chemistry and substantial industry research experience prior to his career in research administration. Martin teaches courses in operational excellence and research metrics and consults with institutions in reviews / assessments of the research support operations.
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