

# Position Description

<b>Position title:</b>	Program Officer, Data and Research Services, Programs Division
<b>Date established:</b>	Oct 2024
<b>Reports to:</b>	<b>Deputy Director Operations</b> , Data and Research Services, Programs Division
<b>Direct Reports:</b>	Nil.
<b>Employment status:</b>	Ongoing, 1.0 FTE

## Background

The Sax Institute is an independent, not-for-profit organisation that improves health and wellbeing by driving better use of evidence in policies, programs and services.

The Sax Institute has an international reputation as an evidence specialist, and nearly 20 years' experience in translating research findings into policy, drawing on our own expertise as well as that of our more than 50 member organisations. We work with governments, health organisations, research organisations and a network of experts nationwide to analyse policy problems and find the best evidence-based solutions.

Our Programs Division includes some of our flagship programs - the 45 and Up Study (the largest ongoing study of health and ageing in Australia) and the Secure Unified Research Environment (SURE) that approved researchers use to conduct analysis of sensitive linked data.

## SURE & 45 and Up Programs

The Secure Unified Research Environment (SURE) offers data custodians a powerful and secure platform for sharing this information with researchers. Independently managed by the Sax Institute, SURE gives researchers access to preapproved linked data from hospitals, cancer registries, clinical trials, and the use of government services. There are now more than 25 organisations from every Australian state and territory uploading data to SURE, and over 800 researchers using the facility for research tackling major health issues such as cancer, diabetes and mental health

Since 2005, the 45 and Up Study has been following over a quarter of a million people to understand how Australians are ageing and the factors that promote good health and wellbeing. The 45 and Up Study is the largest ongoing study of health and ageing in Australia. The Study is a valuable resource for diverse population health research projects with approved researchers conducting analysis using the Study data in SURE

## Purpose of position

The Program Officer is an integral part of the team responsible for the day-to-day completion of 45 and Up Study and SURE service administration activities. This involves providing business and client services support, including coordination of researcher requests, applications, quoting, licensing, contracting and registration, and providing assistance with the development of systems and processes to manage client support. Operating in a complex, high-volume environment, the Program Officer is responsible for information management across multiple systems with attention to detail the highest priority. The position will also provide various other types of program support relating to research administration and ethics which may involve managing confidential information requiring a high level of professionalism.

The Program Officer will have excellent customer service, coordination and organisational skills, with demonstrated capacity for problem solving and developing solutions. The position requires initiative and the capacity to build professional relationships with a wide range of people as the Program Officer works closely with other members of the Programs Division and liaises with external partners and researchers accessing 45 and Up and/or SURE.

---

### Key accountabilities

Key accountabilities	Performance expectations
Provide customer service to researchers and other clients utilising 45 and Up Study data and/or SURE (such as applications, contracting, invoicing and requests for information).	<ul style="list-style-type: none"> <li>Stakeholders are always given professional and courteous service</li> <li>Researchers, other clients and prospective users receive accurate and timely information on the use and operation of 45 and Up Study data and/or SURE</li> <li>Researchers and other clients are followed up regularly as required.</li> </ul>
Support coordination of program services	<ul style="list-style-type: none"> <li>45 and Up licensing and SURE registration and contract management records are kept up-to-date</li> <li>Project plans and reporting against project plans are managed efficiently to ensure timely and accurate reporting</li> <li>Provide administrative support to the program, for example processing invoices and purchase orders.</li> </ul>
Build and maintain professional working relationships with stakeholders.	<ul style="list-style-type: none"> <li>Maintain effective communication and working relationships that are responsive to customer needs and the expectations of the 45 and Up Study and SURE</li> <li>The SURE IT team is given clear instructions on the administration of user and project accounts for SURE</li> <li>The Programs Division Data Team is advised of upcoming research projects requiring data.</li> <li>Maintain effective internal communication and working relationships with your manager, the 45 and Up team and SURE team</li> </ul>
Assist in business process improvements and systems development/maintenance	<ul style="list-style-type: none"> <li>Input into the development of efficient business management processes and databases for business activities across the research assets, and support and contribution of ideas to ensure improvements and efficiencies are identified and introduced</li> </ul>
Planning and reporting	<ul style="list-style-type: none"> <li>Develop and deliver reports as required.</li> <li>Contribute to the development of 45 and Up Study and SURE work plans</li> <li>Work plans are aligned with the Programs Division and Sax Institute goals and plans.</li> </ul>
Assist the Programs Division in the management of key relationships and accounts.	<ul style="list-style-type: none"> <li>Requests for data and materials to support the Programs Division projects and reporting are met in a timely manner and to a high professional standard.</li> </ul>

### Key stakeholders and relationships

- Senior Director and Deputy Directors, Data and Research Services
  - SURE Technical Services team
  - 45 and Up team
  - Commercial Team
  - Finance Team
  - Data custodians
  - Researchers and research networks
-

## **Qualifications, Skills, Experience and Personal qualities - Selection Criteria**

The Program Officer, Programs Division will demonstrate the following competencies:

### **Essential**

- Excellent interpersonal skills, verbal and written communication skills and proven ability to work effectively with a diverse range of people including researchers, clinicians and government officers
- Excellent customer service skills, solutions orientated with a focus on achieving positive outcomes for customers
- Experience in contract administration and/or licensing including providing support as to contract negotiations, variation and renewals, and fiscal management
- Excellent attention to detail and ability to both interpret and communicate complex information from multiple sources
- Adaptability and flexibility to handle novel and changing conditions, strong problem-solving skills
- Demonstrated experience in program management and/or coordination, ability to take initiative and to prioritise tasks
- Excellent (advanced) computer skills, including MS Access and other Microsoft Office programs, databases, and office management systems

### **Desirable**

- Tertiary qualification and/or relevant experience working in a health program or research environment.

### **Challenges**

- Maintaining high levels of customer service for a diverse range of clients
  - Negotiating a complex organisational structure and at times changing environment.
  - Navigating multiple programs/systems simultaneously
-