

Position Description

Position title: Manager, Business Services, Research Assets

Date established: December 2022

Reports to: Director, SURE

Direct Reports: Project Officer and Senior Project Officer Research Assets

Employment status: Up to 24 months with the possibility of extension, 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 Research Assets 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.

Division / Program Area – Research Assets

The Research Assets Division has primary responsibility for the following Institute goals:

- Build and maintain research assets that enable high-quality research and produce new knowledge for decision making
- Drive research that contributes to policy, program and service delivery decisions.

SURE provides remote and secure access to sensitive health records from more than 25 data custodians to over 500 Australian researchers. The SURE Enhancement Project currently underway represents the most significant opportunity since its creation 2011 for SURE to better serve the needs of custodians and researchers. The Project will be completed in 2021 and includes significant investment in SURE systems and people.

The 45 and Up Study is the largest ongoing study of health and ageing in Australia. Approved researchers conduct analysis using the Study data in SURE. The Study is a valuable resource for diverse population health research projects.

Purpose of position

The Business Manager, Research Assets is responsible for the business operations of the Secure Unified Research Environment (SURE) and the 45 and Up Study, and leads the Research Assets Business Services team.

Responsibilities include working with clients to develop and implement services in support of their research, managing and improving the administrative business processes to deliver services to clients, reporting to internal and external stakeholders, assisting with the development of communication and training materials for clients, and assisting with division planning.

Key accountabilities

Key accountabilities	Performance expectations
Client account and case management	<ul style="list-style-type: none"> • Negotiate with clients to develop and implement solutions that meet their research needs, including use of SURE Workspaces and access to 45 and Up data • Case-manage clients to ensure that the solutions developed are implemented to their satisfaction by the SURE IT Services team and 45 and Up team • Build and maintain professional and ongoing working relationships with key stakeholders, including researchers and data custodians.
Manage business services to support SURE and 45 and Up clients	<ul style="list-style-type: none"> • Manage the administration of services to SURE and 45 and Up Study clients, including applications for services, expressions of interest, contracts and invoicing • Manage and improve business processes and systems, including the “PIMS” CRM, the SURE-Admin client email inbox, and financial management systems.
Assist client communications and training development	<ul style="list-style-type: none"> • Assist the development of client communications including web, email newsletter and client manuals • Assist the development of the SURE Training for researchers using SURE
Planning and reporting	<ul style="list-style-type: none"> • Contribute to the development and implementation of Research Assets business and strategic plans • Develop and implement of Business Services work plans • High quality, timely reporting to SURE funding agencies on activities and outcomes • Support for 45 and Up Study reporting to funding – as required • High quality, regular reporting on business activities and trends is provided to Directors 45 and Up and SURE.
Manage the Business Services Team	<ul style="list-style-type: none"> • Develop the skills and capabilities of Business Services team members to excel in their roles • Ensure that the Business Services team provide the best possible service to both internal and external clients • Annual performance reviews (APRs) are completed satisfactorily for all positions reporting to the Business Manager.
Ensure efficient and effective relationships with the IT Services, Finance and Corporate Services Team of the Sax Institute	<ul style="list-style-type: none"> • Standards across Research Assets are maintained at a high level and there is confidence in these approaches from key internal stakeholders • Ensure Research Assets business processes are closely aligned with the Sax Institute’s policy and process frameworks and systems.

Qualifications, Skills, Experience and Personal qualities - Selection Criteria

The Business Manager, Research Assets will demonstrate the following competencies:

Essential

- Experience in managing business operations with a demonstrated capacity to manage multiple deliverables and stakeholders
- Demonstrated experience in managing and improving client services systems for efficiency, responsiveness to clients and management oversight, including experience in using and improving relational databases
- Excellent organisational, time and workload management skills with demonstrated ability to prioritise effectively, manage multiple tasks, meet deadlines, and achieve required outcomes and effectively deliver results
- Excellent interpersonal skills, verbal and written communication skills and proven ability to form positive, ongoing relationships with a diverse range of people including researchers, clinicians, and government officers and internal staff
- Experience in the recruitment, supervision, training, mentoring and performance management of client services staff
- Tertiary qualifications and/or equivalent experience in a relevant discipline.

Desirable

- Experience in information technology business analysis
- Experience in epidemiology or public health
- Experience in data management.

Challenges

- Ensuring positive relationships with both internal and external stakeholders
- Working collaboratively with clients to create services that meet their specific needs
- Managing multiple, complex projects with competing priorities
- Negotiating a complex authorising environment to increase the availability of population health data for research.

Key stakeholders and relationships

- Directors SURE and 45 and Up
- SURE IT Services team
- SURE Business Services team
- 45 and Up team
- Sax Institute Corporate Services team
- Data custodians
- Researchers and research networks
- 45 and Up and SURE Governance Committees.

Key meetings/committees/working groups

- SURE and Business Services team meetings
- SURE Improvement Forum
- 45 and Up Steering Committee
- 45 and Up Team Meetings.