# Position Description

**Position title:** Project Officer, Research Assets Division

**Date established:** February 2021

**Reports to:** Business Manager, Research Assets

**Direct Reports:** Nil.

**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 Project 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. The position will also provide various other types of project and administrative support.

The Project 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 Project Officer works closely with other members of Research Assets and liaises with external partners and researchers accessing 45 and Up and/or SURE.

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**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). | • Stakeholders are always given professional and courteous service<br>• 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<br>• Researchers and other clients are followed up regularly as required. |
| Support coordination of program services | • 45 and Up licensing and SURE registration and contract management records are kept up-to-date<br>• Project plans and reporting against project plans are managed efficiently to ensure timely and accurate reporting<br>• Provide administrative support to the program, for example processing invoices and purchase orders. |
| Build and maintain professional working relationships with stakeholders. | • Maintain effective communication and working relationships that are responsive to customer needs and the expectations of the 45 and Up Study and SURE<br>• The SURE IT team is given clear instructions on the administration of user and project accounts for SURE<br>• The Research Assets Data Team is advised of upcoming research projects requiring data.<br>• Maintain effective internal communication and working relationships with your manager, the 45 and Up and SURE team. |
| Assist in business process improvements and systems development/maintenance | • 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 |
| Planning and reporting | • Develop and deliver reports as required.<br>• Contribute to the development of 45 and Up Study and SURE work plans<br>• Work plans are aligned with Research Assets and Sax Institute goals and plans. |
| Assist the Service Manager, Research Assets in the management of key relationships and accounts. | • Requests from the Service Manager for data and materials to support Research Assets projects and reporting are met in a timely manner and to a high professional standard. |

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

The Project Officer, Research Assets 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 negotiation, variation and renewals, and fiscal management
- Excellent verbal and written communication skills, especially the ability to communicate complex issues clearly and with influence, ensuring communication is accurate, timely and unambiguous
- Adaptability and flexibility to handle novel and changing conditions, strong problem-solving skills and ability to utilise information from a variety of sources
- Demonstrated experience in project management, 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
- Demonstrated experience in working with project databases and using data including to create effective reports against established performance indicators.

### Desirable

- Tertiary qualification in a relevant field
- 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.

## Key stakeholders and relationships

- Directors SURE and 45 and Up
- SURE IT Services team
- 45 and Up 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
- 45 and Up Team Meetings.