

Position Description

Position title:	Secure Data Platform Operations Manager
Date established:	November 2022
Reports to:	Director, SURE
Direct reports:	Manager Business Services, Senior Project Officer (x2)
Employment status:	3 year maximum term contract, 1.0 FTE

Background

The Sax Institute is a leading Australian expert body in helping decision makers find and make best use of research to solve real-world health and social problems.

We connect individuals and organisations with research, we build research platforms that generate new knowledge for use in decision making, and we lead thinking and knowledge around how to ensure more research has a real-world impact.

We are a transformative organisation established to develop innovative ways of better connecting knowledge from research with those who can use it.

Division / Program Area – SURE, Research Assets

The Secure Unified Research Environment (SURE) provides a secure space for health researchers to analyse sensitive data that would not otherwise be available to them. The research conducted in SURE has a huge impact in generating new insights into health and wellbeing, directly improving health policy and planning decisions and ultimately the health of all Australians.

SURE safeguards sensitive data from more than 30 providers while providing cutting edge analysis capabilities for more than 600 researchers from academia, not-for-profit and commercial organisations. The growth in the use of SURE by researchers is currently 25% each year and meeting demand with improved customer experience and administrative efficiency will be a key challenge in the role.

SURE is part of the Population Health Research Network (PHRN), a national system of accredited data linkage and secure data access providers, and a partner in projects with major Australian government and state and territory agencies.

SURE is part of the Research Assets Division which 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.

Research Assets includes the 45 and Up Study, Study of Environment on Aboriginal Resilience and Child Health (SEARCH), as well as SURE.

Purpose of position

The Secure Data Platform Operations Manager is a newly established position which will:

- (a) Strengthen the delivery of SURE services by:
- Ensuring excellent, flexible and responsive client service
 - Improving systems and processes to enhance the efficiency and capacity of the SURE Team
 - Developing and maintaining quality assurance protocols focussed on best practice in data governance

- Leading the efficient and reliable production of high-quality reporting
- Supporting the Director SURE in leading the SURE Team.

(b) Support the development of new initiatives that meet the strategic goals of the Institute including:

- Pursuing opportunities with stakeholders that arise from consultations, forums and engagements
- Supporting the implementation of the SURE Future Vision
- Contributing to the Sax Institute's goals and strategies.

Key accountabilities

Key accountabilities	Performance expectations
High-quality service delivery to client requirements	<ul style="list-style-type: none"> • Negotiating and documenting client requirements • Ensuring that SURE Business Services and Technical Services teams are fully informed of client requirements • Ensuring that services to be delivered meet client requirements prior to delivery. • Responding to new opportunities with partners with novel services.
Build SURE's reputation with key partners	<ul style="list-style-type: none"> • Engaging with key partners to drive the continuous improvement of SURE services aligned to their emerging needs • Building relationships with industry bodies and funding organisations to position the Sax Institute as a trusted partner in improving access to data for population health research.
SURE Team leadership	<ul style="list-style-type: none"> • Partnering with the Director SURE to deliver training and development for the team in all aspects of SURE operations • Mentoring SURE Team members to provide at-work training in the key SURE systems and their efficient use, including MS Dynamics.
Service improvement	<ul style="list-style-type: none"> • Leading the implementation of improved services that improve the experience of customers and partners • Improving the efficiency of the administrative functions of SURE and our capacity to service a rapidly growing number of customers • Ensuring appropriate quality assurance mechanisms are in place to meet customer expectations and data governance and information security standards • Regularly reviewing and improving the SURE Training modules delivered to customers.
Reporting and evaluation	<ul style="list-style-type: none"> • Ensuring reliable and high-quality reporting to funding bodies • Producing high quality reporting on service provision for SURE internal business management purposes in consultation with the program director • Evaluating the performance of the SURE Team to drive improvements.
Strategy	<ul style="list-style-type: none"> • Assisting with the implementation of the SURE Future Vision Plan to deliver new services and better access to data for high-value research projects • Providing input to divisional and organisational strategies and planning.

Qualifications, Skills, Experience and Personal Qualities - Selection Criteria

Essential

To be successful the Secure Data Platform Operations Manager should demonstrate the following technical and behavioural competencies:

- Tertiary qualifications and/or strong experience in population health, data management, privacy, information security or human services research
- Experience leading client-centred operations in a high volume environment
- Experience and understanding of IT infrastructure sufficient to confidently negotiate computing requirements with clients
- Project management qualifications and/or demonstrated experience in delivering complex and competing projects
- Proven ability to build successful working relationships with a variety of people, both internal and external, and to deliver on commitments made
- Excellent interpersonal, verbal and written communication skills.

Desirable experience

- Statistical or analytical skills and experience
- Experience working with policy and funding agencies, or evaluating and reporting on project outcomes
- Experience in developing research protocols, policy and procedure documents, ethics applications and research reports
- Experience in large-scale data collection for research.

Challenges of role

- Ensuring positive relationships and meeting the needs of partners, internal and external stakeholders
- Maintaining a client-centred focus with the customer journey a key consideration in service and administrative improvement
- Sound judgement and decision making in complex issues of data governance and access
- Managing and prioritising multiple and complex service delivery projects to client expectations
- Remaining up to date with policy and practice directions in population health and related fields.

Key stakeholders and relationships

- Funding partners
- SURE clients
- Members of government agencies
- Research networks
- Governance committees.