# Engineering Management Systems Engineer (10097)

Job Location

UK with frequent international travel

Area / Department

Telescope Operations

Contract Type

Permanent

Salary

Competitve salary with generous pension and leave benefits

Closing Date

21/05/2021

Ref No

10097

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An ideal role for a Software Engineer who can collaborate effectively to manage and implement interfaces between different operation and maintenance systems.

## The Role

The SKA Operations Group is seeking to employ a talented and motivated person to be the Engineering Management Systems Engineer. The successful candidate will be responsible for the management, integration and implementation of Engineering and Maintenance software products. They will act as an expert focal point for software development teams, providing knowledge, expertise and guidance. The role, therefore, calls for an organised individual who understands, or is able to quickly acquire, system knowledge in the area of Engineering Management Systems, especially in the context of radio astronomy telescopes.

To manage the software development of the project, the SKA has adopted the Scaled Agile Framework (SAFe®) for Lean/Agile development processes. Within the Operations Group the Engineering Management Systems Engineer will play a leading role in specifying interfaces that will be developed by the SAFe programme. In addition, the Engineering Management Systems Engineer will manage the integration of Engineering Data Archives, Maintenance Management, and Failure Information Systems.

The Engineering Management Systems Engineer will report to the RAM/Logistics Systems Engineer and will be based in the SKA Global Headquarters located at Jodrell Bank (Cheshire) in the UK.

Full-time hours will be 35 hours per week. Flexible working arrangements are possible in agreement with the Line Manager as long as contributions to telescope delivery are not impacted.

## Key Responsibilities, Accountabilities and Duties

Working as a member of the Engineering Performance Group within SKA Operations, the Engineering Management Systems Engineer will drive and manage the development of interfaces between different software systems that will include:

* Telescope Control Systems;
* Engineering Data Archives;
* Telescope Operations Planning Tools;
* Building Management Systems;
* Configuration Management System;
* Electronic Documentation System;
* Common Source Database (CSDB);
* Maintenance Management System;
* Failure Recording System;
* Problem Reporting, Tracking and Ticketing Systems.

The Engineering Management Systems Engineer is also responsible for communication, integration, and co-operation among all relevant operational teams at the SKA Observatory in Australia, South Africa and the United Kingdom.

The Engineering Management Systems Engineer will play a leading role to plan, develop, test, deploy, release, and maintain the operation and maintenance solutions. In addition, they will:

* Be responsible for managing the development of software interfaces and features;
* Be responsible for the integration of the EMS into operational SKA environments in Australia, South Africa and the United Kingdom;
* Identify requirements for data archives;
* Act as an interface with the SAFe program;
* Support the Operations Group by developing the Engineering and Maintenance data structures;
* Lead Requirements definitions;
* Lead Architecture definitions;
* Provide Software Implementation Training to the maintenance personnel;
* Lead electronic documentation web portal development;
* Communicate and collaborate with international operational teams;
* Travel to all of the observatory locations in Australia, South Africa, and the United Kingdom as required.

## Mandatory Knowledge, Skills and Experience

* University degree or equivalent in Engineering or a closely related field or equivalent experience;
* Membership (or eligibility for membership) of a recognised national or international engineering institute;
* Experience (typically at least 10 years) in software engineering, in radio astronomy, telecommunications, defence or another closely related field;
* Experience in integration of software products;
* Experience in Configuration Management Systems;
* Experience in Maintenance Management Systems (MMS);
* Experience in Failure Data Analysis and engineering software systems;
* Experience in international projects with the ability to work effectively with engineers, maintenance personnel and scientists in a multi-cultural environment;
* Good English verbal and written communication skills;
* Ability to influence stakeholders in a complex organisation;
* Ability to plan and organise work effectively, and act independently and decisively;
* Ability to analyse data, identify issues and propose solutions;
* A flexible team player who is adaptable to change;
* Ability and willingness to travel nationally and internationally as required (typically for one week a few times a year, and subject to current international travel limitations).

## Desirable Knowledge, Skills and Experience

* Experience using interfaces such as Jira - API and development environment, eB - API and configuration management software, netTerrain - API, Confluence - API, Logistic Support Analysis Systems, Control Systems and TANGO;
* Experience using electronic documentation software such as ASD S1000D specification and or DITA, Common Source Database (CSDB), Content Management Systems, Structured and xml documentation;
* Experience using a SAFe Framework;
* Experience in Jira ticketing systems, or similar.

## Equal Opportunities Statement

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# Business Process Analyst (10114)

Job Location

UK (Head Office)

Area / Department

Business Support function

Contract Type

Permanent

Salary

Competitive salary with generous pension and leave benefits

Closing Date

28/05/2021

Ref No

10114

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An opportunity for an experienced business systems analyst with an appreciation of Research Infrastucture who can influence effectively and thrive on challenge.

## The Role

The SKA Organisation is both transitioning from a UK Limited company to an Inter-Governmental Organisation, the SKA Observatory, as well as simultaneously entering the construction phase of one of the world’s largest scientific projects.

Both of these transitions are stretching the capabilities of the existing processes and systems of the SKA Observatory. The SKA Assurance team is looking for a talented Business Process Analyst to support the integration of the information in the many proprietary information systems that are needed by the Observatory to fulfill its mission.

The ideal candidate will have undertaken exercises in streamlining business processes in a research infrastructure enterprise such as an observatory, major laboratory or research and development house. They will also have technical skills to support the development of interfaces and workflows between multiple diverse web applications. The successful applicant will need to understand the underlying imperatives of a research infrastructure organisation as opposed to those of an industrial, commercial or government enterprise.

The Business Process Analyst will report to the Head of Assurance, but will work with staff across the Observatory to develop and understand the information requirements of the various roles. In particular, strong relationships are necessary with the Head of IT and the IT Security Specialist. They will need to be comfortable working with stakeholders in a wide range of communities of practice as they will be required to work closely with them to understand their needs, document their processes, and then reach agreement on highest priority business process issues before tackling them in an iterative, agile manner.

From a technical perspective, they will work closely with other teams in the wider SKA, particularly the Computing and Software teams to help ensure the services they implement conform to SKA software and software development standards and that the resultant process automation leverages and extends existing SKA tools. All SKA software must conform to internal quality standards and abide by the SKA DevSecOps principles.

Full-time hours will be 35 hours per week. Flexible working may be considered compatible with reviews, milestones and site activities.

## Key Responsibilities, Accountabilities and Duties

The main functions of this role will be to:

* Work with stakeholders across the Observatory to understand and document their processes and information management needs.
* Identify areas requiring improvement within the Observatory’s business systems and processes, and make recommendations for change.
* Consult on choices for new business software with special regard to their interoperability and information sharing with existing tools
* Work with other SKA architects and staff with systems responsibilities to develop and maintain a coherent information architecture for the business needs of the SKA Observatory as they evolve.
* Work with the Head of IT and the Network & IT Security Specialist to ensure that process information management adheres to the SKA ISMS policies and standards.
* Scope the requirements for, and direct the development of, software compliant with SKA policies and standards, to manage process information across SKA systems - by, for example, providing direct interfaces to master records hosted by other applications, or to synchronize information across systems, transforming it as required.
* Present findings internally and externally in the form of transparent documentation, presentations, manual and automated reports or verbal communication with stakeholders both to confirm the successful implementation, and to highlight potential issues, and to publicise achievements.

## Mandatory Knowledge, Skills and Experience

* Experience of working effectively in complex business system architectures and be able to demonstrate their impact on the successful improvement and evolution of the system and processes;
* An appreciation of and ability to operate effectively in a research institute environment;
* A working understanding of new and emerging technologies and roadmaps in information systems;
* Be able to demonstrate understanding of working based on principles such as lean-agile, continually iterating plans and solving problems to adjust to changing circumstances.
* Able to commission and manage rollout of the new business software
* Excellent communication and influencing skills with distributed, highly specialised project teams and stakeholders, involving a wide range of cultures and backgrounds
* Able to assimilate user requests, working through and with others in order to develop workable and joined up solutions accepted by stakeholders
* Be willing and able to advocate for well reasoned change to established practice; with a positive and resilient attitude in response to challenge
* Flexible team player who is adaptable to change

## Desirable Knowledge, Skills and Experience

* First hand knowledge of modern business processes such as enterprise resource planning and project management
* Experience in working in a large engineering/scientific project environment
* Demonstrable interest for science or astronomy
* Have significant experience in the development of microservice tools to communicate between modern web APIs.

## Equal Opportunities Statement

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Risk and Insurance Specialist (10115)

Job Location

UK (Head Office)

Area / Department

Business Support function

Contract Type

Permanent

Salary

Competitive salary with generous pension and leave benefits

Closing Date

21/05/2021

Ref No

10115

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The Role

The purpose of the Risk and Insurance Specialist role will be to undertake all necessary activities to provide the SKA Observatory with the required and necessary corporate risk management and insurance coverage and to manage any claims against those policies. The incumbent will report to the Head of Assurance and will work closely with the departments that undertake risk management and require insurance cover.

The successful candidate will take overall responsibility for managing risk at the Observatory (together with colleagues) for risk mitigations involving insurance, identifying insurance needs and managing the existing policy portfolio. The scope of insurance in the SKA Observatory is broad, including numerous policies (e.g. HR, construction, logistics, motor, liability, travel and fixed/movable asset policies) enacted in the UK, South Africa, Australia and elsewhere.

Full-time hours will be 35 hours per week. Flexible working may be considered compatible with reviews, milestones and site activities.

Key Responsibilities, Accountabilities and Duties

The postholder will undertake the following responsibilities:

* Manage the Corporate Risk Register
* Manage expenditure on insurance of £1m + per annum
* Manage internal policies regarding what constitutes ‘acceptable risk exposure’ (self-insurance) and what should be insured with an insurer, supporting internal owners of risk
* Continuously ensure value for money for the spend on insurance and insurance related products
* Work with the organisation to reduce risk, sell this to insurers (and underwriters) and identify gaps and opportunities,  develop insurance programmes and make recommendations to senior leadership
* Manage the existing portfolio of insurance policies in respect of renewals and claims, liaising with brokers as appropriate
* Lead the specification of new policies by working with Observatory Departments who require insurance coverage as their activities develop
* Ensure that Risk Management at the Observatory level makes use of the correct insurance mitigations and periodically report on the status of insured risks and their associated policies
* Provide expert advice and support on the procurement process for new policies including the assessment of tenders, driving value and long term benefits within the strategic context of an entire organisation
* Build and manage strong partnering relationships across SKAO and relevant external suppliers or partners, influencing and challenging approaches to provide best outcomes for SKAO.

Mandatory Knowledge, Skills and Experience

The successful candidate will have the following skills and experience:

* Ability to think strategically across an entire organisation
* Experience of successfully managing an insurance portfolio of the order of £1M
* Experience of providing insurance advice expertise, including decisions on what to insure in an enterprise with a wide range of requirements
* Extensive and authoritative specialist knowledge and understanding of the types of insurance required by a complex enterprise involved in the knowledge economy but with construction, logistics and maintenance operations in multiple jurisdictions
* Knowledge of mandatory insurance requirements under the regulations of one or more jurisdictions of UK, South Africa and Australia; able to interpret and apply relevant policies
* Knowledge and experience of the procurement of a wide range of insurance policies
* Knowledge and experience of claims handling
* Able to communicate and influence effectively up to senior levels, listening effectively and shaping conversations, providing clear justification for decisions so that they are accepted by stakeholders
* Able to build and manage strong partnering relationship across SKAO and with relevant external agencies, able to develop and lead on delivery of joined up solutions, managing change and business improvements effectively
* A flexible team player who is adaptable to change

Desirable Knowledge, Skills and Experience

* Experience in working within a Research Infrastructure organisation
* A Masters Degree in Business Administration or equivalent experience
* Ability to coach and mentor others

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# Secretariat Administrator (10127)

Job Location

UK (Head Office)

Area / Department

Business Support function

Contract Type

Permanent

Salary

Competitive salary with generous pension and leave benefits

Closing Date

10/05/2021

Ref No

10127

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An amazing opportunity for a talented professional to join a busy multicultural team and utilise their previous governance experience in an international setting.

## The Role

Reporting to the Professional Services Manager of the Office of the Director General, the Secretariat Administrator will be responsible for the preparation and administrative support of meetings of the SKAO Council and its committees.  A hands-on approach is required and the Secretariat Administrator will be expected to manage all aspects of meetings support provision including, but not limited to, drawing up participant lists, providing meeting information to internal colleagues and attendees, compiling the supporting papers, managing the online meeting planning system, and coordinating logistical activities in support of meetings both in the UK and abroad.

The successful candidate will be a flexible team player with experience of supporting Board and/or other high level governance meetings in an international setting. There may be opportunities for occasional international travel to support Council and committee meetings in member countries.

Full-time hours will be 35 hours a week and flexible working would be considered, compatible with reviews, milestones and office activities.

## Key Responsibilities, Accountabilities and Duties

The post holder will:

* Support the preparation and organisation of meetings of the SKA Observatory’s governance bodies, including the SKAO Council and its committees, and advisory bodies, working groups, etc;
* Coordinate logistical activities in support of meetings both at the SKAO Headquarters and at external venues in the UK and abroad;
* Provide administrative support to the Chair of the SKAO Council and act as a contact point between the Office of the Director-General and representatives of the various governance and advisory bodies;
* Prepare agendas for meetings;
* Produce minutes and summaries, and monitor the follow-up of action items;
* Proofread minutes and other outputs of the Secretariat Administration Support;
* Manage and guide the day-to-day activity of the Secretariat Administration Support role;
* Collate and distribute meeting papers, reports and correspondence;
* Maintain up-to-date distribution and access lists;
* Provide support for internal meetings as required.

The above responsibilities are not exhaustive and a flexible approach and willingness to adapt to unexpected and changing needs and priorities as well as performing further general administrative tasks is essential.

## Mandatory Knowledge, Skills and Experience

To perform in this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required:

* Completed secondary school education and obtained a secretarial/administration qualification, or equivalent experience;
* Experience in organising meetings at Board and/or senior management level (typically at least 5 years);
* Advanced minute taking skills;
* Fluent in the English language, both written and verbal;
* Experience of working in an international and multicultural environment;
* Excellent communications skills with an ability to provide clear, concise and timely written communications;
* Excellent interpersonal skills with an ability to interact effectively with internal and external stakeholders at all levels;
* Advanced IT skills, especially use of MS Word, PowerPoint and Outlook;
* Ability to balance competing demands and priorities, and to manage a busy workload within strict deadlines;
* Ability to maintain absolute discretion;
* A flexible team player who is adaptable to change and can work under their own initiative.

## Desirable Knowledge, Skills and Experience

* Touch typing and/or ShortHand/speed writing skills;
* Good knowledge of MS Excel;
* Experience of virtual events management.

## Equal Opportunities Statement

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# Senior Project Manager SKA-Mid (10131)

Job Location

UK with frequent international travel

Area / Department

Engineering and Project Management

Contract Type

Permanent

Salary

Competitive salary with generous pension and leave benefits

Closing Date

21/05/2021

Ref No

10131

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A unique opportunity for an experienced project manager who enjoys delivering complex engineering projects with international teams in a multicultural environment.

## The Role

The Senior Project Manager SKA-Mid will be responsible for the overall delivery of the SKA1-Mid telescope facility to the agreed plan. The SKA1-Mid telescope facility includes over 130 dishes as well as the networking and processing equipment, software and infrastructure needed to support them.

The Senior Project Manager SKA-Mid will provide guidance to the delivery teams in the management of external contract products and services through to acceptance, leading on all status reporting, planning and control (cost, schedule, scope, quality, risk, issue, safety and change management) for the SKA1-Mid facility and ensuring that all stakeholders are appropriately engaged and informed.

Reporting to the Head of Project Management, the Senior Project Manager SKA-Mid will work closely with the Programme Director and lead the Mid Telescope Delivery Team, which is the highest management authority for the facility level of the SKA Observatory and solution level for software development.

The successful candidate will be organised, detail oriented, pragmatic and mission-focused, will enjoy managing, planning, coordinating and aligning roadmaps with multinational teams and stakeholders, and will have the drive and capability to ensure that the SKA1-Mid telescope is delivered as planned.

The role is based in the UK but the post holder will be expected to travel nationally and internationally.

Full-time hours will be 35 hours per week and flexible working may be considered compatible with reviews, milestones and sites activities.

## Key Responsibilities, Accountabilities and Duties

The Senior Project Manager SKA-Mid will:

* Represent the SKA1-Mid facility at Observatory level internally and externally;
* Lead the remaining Procurement Preparation activities for the SKA1-Mid telescope;
* Work with procurement specialists and members of the Assurance and Operations teams as needed;
* Lead the matrixed SKA1-Mid project team;
* Line manage Project Managers dedicated to Mid and matrix manage others involved in the delivery of both telescopes, as appropriate;
* During the Construction stage, oversee the management of the SKA1-Mid construction contracts;
* Ensure project controls implementation and delivery of SKA1-Mid to the expected cost, time and quality parameters;
* Ensure all stakeholders are appropriately engaged and informed;
* Successfully deliver the SKA1-Mid telescope and handover to Operations;
* Undertake the necessary training in order to perform in their role successfully (e.g. NEC contracts, occupational health and safety, etc.);
* Undertake any other reasonable duties as directed by the Head of Project Management or a member of the SKA Observatory Senior Leadership Team;
* Undertake frequent travel to the SKA telescope site in South Africa and occasional international travel to contractor sites (usually for one week 5-6 times a year).

## Mandatory Knowledge, Skills and Experience

* Recognised university degree-level education/training in engineering or physical sciences;
* Membership of, or eligibility for membership of, recognised national or international project management and/or engineering institutes;
* A proven track record of managing delivery of complex engineering projects in a multi-disciplinary, international setting (typically at least 10 years);
* Experience of successfully managing contract deliveries as client or contractor;
* Experience of project management of engineering projects within a radio astronomy/telecommunications/defence/space or systems development environment;
* Ability to learn and embrace new technologies and use hybrid waterfall and agile delivery methodologies;
* Strong analytical and organisational skills;
* People management and team leadership skills with experience of working collaboratively with geographically dispersed teams over multiple companies and time-zones;
* Experience in leading professional staff/project team with the ability to coach and mentor;
* Ability to influence and change behaviour through effective relationship building;
* Fluent in the English language with excellent oral and written communication skills;
* Flexible team player who is adaptable to change;
* Willingness to travel nationally and internationally as required (usually for one week 5-6 times a year).

## Desirable Knowledge, Skills and Experience

* Post-graduate qualification in management, engineering or physical sciences;
* Experience of delivery of engineering projects in Southern Africa;
* Experience in NEC contracting;
* Experience in large scale science infrastructure projects;
* Experience with project management tools such as Primavera or Microsoft Project and with collaboration tools such as Confluence, Jira, G-Suite, Miro etc.
* Familiarity with the formalism for, and requirements of, quality control environments such as ISO9001.

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# Media Relations Manager (10132)

Job Location

UK (Head Office)

Area / Department

Business Support function

Contract Type

Permanent

Salary

Competitive salary with generous pension and leave benefits

Closing Date

14/05/2021

Ref No

10132

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A unique opportunity for an experienced communicator with a passion for science and engineering, deep knowledge of the media industry and strong connections across international media.

## The Role

SKAO is looking for a Media Relations Manager to develop and deliver the Observatory’s media relations strategy across its Member States and beyond.

Reporting to the Director of Communications and working within the Communications team in the observatory’s Director-General Office, the Media Relations Manager will identify, develop and distribute newsworthy content targeted at journalists internationally, nationally and locally. Other responsibilities include: handling press enquiries, organising press conferences and media visits across SKAO’s facilities, briefing and training senior leaders and colleagues for media appearances, and being responsible for media monitoring and reporting.

Full-time hours will be 35 hours per week and flexible working may be considered compatible with reviews, milestones and sites activities.

## Key Responsibilities, Accountabilities and Duties

* Develop and maintain an international network and personal relations with leading media representatives across traditional and online media channels, both in science and general media worldwide.
* Establish close working relationships with press offices in partner institutions across SKAO’s Member States.
* Identify newsworthy stories, building on reliable sources and relationships with contacts across the SKA project; the scope of these stories covers the entire spectrum of SKAO-associated activities including but not limited to science, technology, socio-economic impact, sustainability, etc.
* Write and edit content in English, including press releases, announcements, web pages, articles, etc.
* Distribute press releases and content via suitable channels; this includes the development and use of new and innovative channels if required.
* Monitor and evaluate the impact of SKAO’s press work on a regular basis.
* Handle press enquiries and interview requests for SKAO and ensure efficient and streamlined handling of such enquiries for requests of relevance for SKAO partner institutions.
* Act as SKAO’s main media spokesperson.
* Play an active role in all aspects of issues management, including crisis and reputation management.
* Advise senior spokespeople, brief and train colleagues for media appearances.
* Organise media briefings and press conferences.
* Arrange press visits and press tours of SKAO’s facilities as well as facilities where SKA work is undertaken in collaboration with local partners, working around local constraints and under strict rules and requirements.
* Travel nationally and internationally as required.

## Mandatory Knowledge, Skills and Experience

* Demonstrated experience (typically at least 5 years) in a senior media-relations role in a science-based environment
* Demonstrated interest in science and engineering
* Demonstrated portfolio of relevant science-related content, campaigns and events
* Excellent command of spoken and written English, typically at C2 CEFR level or equivalent
* Ability to communicate clearly, concisely and confidently at all levels, presenting complex scientific issues and technical concepts in a style appropriate to the audience, with the ability to represent SKAO externally
* Extensive network among international mainstream media, including influential journalists
* Excellent interpersonal, communication and negotiation skills, with the ability to influence, build trust, shape conversations and change behaviours through effective relationship-building
* Well-developed analytical, planning and organisational skills
* Ability to seek out, examine and cross reference a range of information to identify patterns and trends to pre-empt issues or crisis, and develop innovative and effective reputation management campaigns
* A flexible team player with a demonstrated ability to adapt to change, both planned and unforeseen
* Ability to work effectively with international stakeholders from diverse backgrounds and cultures
* Demonstrated experience in running or supervising media training involving senior managers
* Willingness to occasionally travel and work outside normal working hours such as evenings and weekends

## Desirable Knowledge, Skills and Experience

●      A Master degree in Communications, Media, Public Relations or Journalism, or equivalent qualification

●      Membership of a relevant professional body

●      Experience using Meltwater’s suite of tools

●      Experience using a science news service such as EurekAlert!, AlphaGalileo or other

●      Experience working or interest in astronomy

●      Experience using a variety of social media channels

●      Working knowledge of one or more SKA partner country languages

●      Experience working in an international environment and/or for an intergovernmental organisation

## Equal Opportunities Statement

Equality, Diversity and Inclusion are at the core of the SKA's agenda and we are committed to being an equal opportunities employer. Our aim is to recruit and retain the most talented individuals, regardless of gender, race, disability, age, sexual orientation, marital status, religion or nationality.    
   
Women have traditionally been under-represented in the fields of science and engineering; SKA Organisation welcomes and encourages female applicants.    
   
Where applicants with a disability need facilities or adjustments to enable them to participate in the recruitment process, these will be provided.