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# IT Service Manager (10205)

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**Job Location**

Cheshire, UK (Head Office)

**Area / Department**

Software Data Management and IT

**Contract Type**

Permanent

**Salary**

GBP 40,000 - 47,000 depending on experience, with excellent benefits

**Closing Date**

24/10/2022

**Ref No**

10205

At the SKAO we are coordinating a global effort to deliver one of the largest science facilities on the planet. The SKAO telescopes will be next-generation instruments that will help to answer key questions in astrophysics, drive technological innovation and support human capital development.

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Our Global HQ is located near the buzzing city of Manchester at the historic Jodrell Bank Observatory, a UNESCO World Heritage site located in the Cheshire countryside. It is home to a rapidly expanding international team of more than a hundred, working in a highly collaborative and inclusive way, in coordination with SKAO teams in Australia and South Africa as part of a global astronomy and engineering community.

Being part of Team SKA means contributing to something extraordinary: a uniquely exciting project to advance human knowledge that will last for decades. In return, we offer a diverse multicultural working environment, 30 days annual leave plus public holidays, a generous pension scheme, visa and support with relocation (if applicable), regular social events, a family-friendly environment and much more. Come and join us!

An amazing opportunity for an IT professional to coordinate the SKAO global IT resources in order to deliver a high quality IT Service supporting the Observatory.

## **The Role**

The IT Service Manager will manage, maintain and work to continuously improve the IT service provided to all SKAO staff, coordinating the global IT resources, to deliver support services and technical development tasks, and managing the asset lifecycle process.

The IT Service Manager will be the principal point of contact for all IT support matters and service maintenance activities.

Reporting to the Head of IT, the IT Service Manager will line manage the IT Support Analysts and will determine all available resources in the IT Team for project work whilst prioritising the delivery of the service.

SKAO is committed to providing a flexible working environment meeting the requests of our Colleagues whilst also fulfilling the needs and objectives of the Observatory. We encourage open conversations during the interview and application process in relation to any specific requirements, and later with line managers to assess individual flexible working arrangements alongside the needs of the organisation and responsibilities and accountabilities of the specific role and team.

There may be occasions where this role requires the post holder to work across different time zones and, in line with SKAO policy, flexible working hours will be supported in agreement with the line manager.

## **Key Responsibilities, Accountabilities and Duties**

- Developing and managing a follow-the-sun service desk drawing on the technical expertise of IT staff based in the three host countries and the wider technical community.
- Implementing and operating services and service improvements such as: SLAs/OLAs for key activities and workflows, automation opportunities to reduce repetitive work, knowledge sharing, improving customer relationships etc.
- Line or functional management of a small but growing number of aligned staff including allocation, check-ins, performance reviews and the identification of training and development needs.
- Developing and operating asset lifecycle management, including but not limited to equipment standards, capital replacement programme, procurement practices, budget forecasting, internal processes etc.
- Supporting Lean Agile project delivery through identifying available IT resources and adapting planning to address any conflicts between service and project needs.
- Developing the capability of providing service as part of the programme cadence.

- Supporting, and leading technically where appropriate, the wider ICT services including performing incident, request and problem management, device builds and support of communications and presentation technologies.
- Undertake any other duties within your capabilities as may be reasonably required.
- Key outcomes of the role:
  - An excellent ICT service with positive reviews from internal and external service users.
  - A reduction in avoidable incidents and support requests, and an increase in support documentation.
  - Resources allocated efficiently.
  - Automation of routine tasks.
  - Value for money in procurement, on-time project delivery and identified efficiencies and savings.

## **Mandatory Knowledge, Skills and Experience**

- Qualified to university degree level in a related subject or equivalent experience
- Knowledge and experience in IT service provision and Service Management Frameworks (e.g. ITIL)
- Experience in asset lifecycle management and software asset management
- Experience in managing resources and prioritisation
- Technical experience with the willingness and ability to provide direct IT support when required
- Strong communication skills with the ability to build working relationships with international stakeholders
- A flexible team player who is adaptable to change
- Willingness and ability to work outside of normal working hours on occasion to meet service needs

## **Desirable Knowledge, Skills and Experience**

- Certification held in relevant disciplines
- Experience of managing or leading a team
- Experience of Lean Agile project management
- Programming/scripting experience and capability across multiple platforms
- Experience with Cloud products from Microsoft, Google and Atlassian

### **Equality Diversity and Inclusion Statement**

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Our aim is to recruit and retain the most talented individuals, regardless of gender, race, disability, age, sexual orientation, marital status, religion, nationality or background.

Women have traditionally been under-represented in the fields of science and engineering; SKA Observatory welcomes and encourages female applicants.

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## HR Advisor (10212)

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**Job Location**

UK (Head Office)

**Area / Department**

Business Support

**Contract Type**

Permanent

**Salary**

GBP 30,000 - 35,000 depending on experience, with excellent benefits

**Closing Date**

24/10/2022

**Ref No**

10212

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An exciting and challenging opportunity for an experienced and pro-active HR Advisor to work on a broad range of activity spanning the complete employee lifecycle within an international organisation.

## **The Role**

The position of HR Advisor provides a unique and challenging opportunity for a HR Generalist to join a small dynamic HR team, working within an Intergovernmental Organisation (IGO) that will break new ground in the world of Astronomy.

Based at our Global HQ at the iconic Jodrell Bank Observatory, the role holder will work across a broad range of activity spanning the complete employee lifecycle supporting colleagues across the HQ and at our host locations in South Africa and Australia. SKAO brings together a wealth of the world's finest scientists, engineers, policy makers and specialists and with more than 25 different nationalities represented we offer an opportunity to work in a diverse environment at the heart of an exciting and challenging project to design, build and operate the world's largest radio telescope.

Working collaboratively with the wider HR Team, the HR Advisor will play an integral role in achieving the HR strategy, and requires an individual that can work confidently, independently and comfortably in a fast paced environment that brings competing demands, unique complexity and often requires the need for creative and innovative solutions.

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## **Key Responsibilities, Accountabilities and Duties**

- Manage queries from all levels of colleagues in relation to the interpretation of HR related policies including meeting with managers and individuals to provide support and advice.
- Manage the HR Helpdesk to triage and monitor service requests, responding to complex queries (escalating as required), ensuring distribution of workload across the team, and that matters are responded to and resolved in a prompt and timely manner.
- Assist and support the HR Manager with delegated tasks including production of reports, ER case work and communications.
- Assist with the induction and onboarding of new colleagues including relocation queries.
- Advise on immigration requirements liaising with the required Governmental bodies and internal teams to obtain information.
- Take the lead on specific HR related projects across the employee lifecycle to continuously improve the service offering and align to new legislation as required.
- Assist and support the HR Manager with the review and development of HR processes and procedures, working collaboratively with the wider HR team to embed process improvements.
- Work collaboratively with the wider HR team to ensure process standards are adhered to including system updates and reporting.
- Provide assistance to the delivery of HR initiatives as the organisation continues to evolve and grow.

## **Mandatory Knowledge, Skills and Experience**

- CIPD qualified, or equivalent level of experience
- Proven background working with an HR environment ideally in a varied role spanning all areas of the employee lifecycle
- Excellent communication and interpersonal skills with the ability to form effective working relationships within a diverse environment
- Flexible team player who is adaptable to change and committed to delivering a high quality of service
- Excellent organisational skills and time management ability
- High level of attention to detail
- Excellent English language written and verbal communication skills
- Numerical and IT literate including MS Office

## **Desirable Knowledge, Skills and Experience**

- Demonstrable experience of working within an international environment
- Prior experience of implementing new HR initiatives
- Use of helpdesk management systems and HR Management systems (Cascade, JIRA, Hireserve, Unit 4)

## **Equality Diversity and Inclusion Statement**

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# **Senior Contracts Specialist (10213)**

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### **Job Location**

Perth, Australia

### **Area / Department**

Business Support

### **Contract Type**

Permanent

### **Salary**

AUD 120,000 - 140,000 pa depending on experience

### **Closing Date**

24/10/2022

### **Ref No**

10213

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Construction activities for the SKAO's telescopes in Australia and South Africa started in 2021, along with a ramping up of SKAO staff in both countries. It is expected that the transition from the Construction Phase to the Operations Phase will happen around 2028.

SKAO Operations in South Africa will be conducted in partnership with the South African Radio Astronomy Observatory (SARAO). SKAO Operations in Australia will be conducted in partnership with the Commonwealth Scientific and Industrial Research Organisation (CSIRO). The Observatory will also partner closely with a global network of SKA Regional Centres through which astronomers will access science data products and a suite of tools and resources to further analyse the SKA telescopes' data.

For more information on the SKA project visit <https://www.skao.int/>

The SKA Observatory offers a competitive salary and a generous pension and benefits package. As an employee of an intergovernmental organisation, an appointee who is not a national of the country in which the role is based may be subject to personal Privileges and Immunities.

An exciting opportunity for a Contracts Specialist (Construction and Engineering) with experience of procuring complex engineering and construction contracts for an international engineering project.

## **The Role**

The Senior Contracts Specialist will work closely with both senior internal stakeholders and external research organisations and suppliers to ensure the timely procurement of engineering and construction contracts to an agreed plan.

As a senior member of the SKAO procurement function, the Senior Contracts Specialist will support the delivery of challenging objectives and demonstrate value for money to stakeholders. They will provide an end-to-end procurement service using insights based on market knowledge to help develop attractive and professional tender documents and ensure that suppliers are interested and engaged throughout the procurement process.

The successful candidate would have a demonstrable track record of delivering to plan while championing commercial excellence and drawing on their professional experience to enable the effective and efficient procurement of complex international contracts.

We value and respect difference and we are committed to building an inclusive culture. We believe that you do your best at work when you have a work/life balance and create an environment where you can balance a successful career with your commitments and interests outside of work. Supporting flexibility is important to us, let us know in your application if you have any flexible working requests.

This position is available on a full-time, part-time or job share basis. The minimum part time arrangement would be approximately 60 hours per fortnight. We note a level of flexibility will be required of the candidate to accommodate meetings outside the standard band of hours to reflect time zones of stakeholders, in particular SKAO in the UK. The position may also require occasional domestic and international travel.

## **Key Responsibilities, Accountabilities and Duties**

- Work with both internal and external stakeholders to develop achievable procurement strategies and plans.
- Manage contract procurements, including ITT/RFQ processes in accordance with SKAO policies - setting out the timeline, risks, mitigations, and deliverables.
- Develop contractual documentation and commercial agreements to support the tender and evaluation process as per agreed procurement policies.
- Develop and edit specific contracts and agreements between the SKAO and its supplier organisations, usually within a reasonably well-defined framework or with standard provisions.
- Develop and present final procurement award recommendations to the SKAO's governing structures.
- Lead contract negotiations and support project managers to resolve contract management issues arising post-award.
- Represent the procurement function at senior level international meetings.
- Work with the project delivery team to build commercial risk register and implement strategies to mitigate identified commercial risks.
- Undertake other reasonable duties, as directed by the SKA-Low Finance & Procurement Manager.

## **Mandatory Knowledge, Skills and Experience**

- Bachelor's degree in a relevant discipline or equivalent experience.
- Demonstrable expert knowledge and experience of successfully developing and procuring high value CAPEX (engineering or construction) contracts.
- Demonstrable experience in complex and large-scale commercial negotiations.

- Excellent written and verbal communication skills, able to draft and explain complex contractual and commercial documents.
- Strong interpersonal and teamwork skills to build excellent peer relationships with decision makers.
- Ability to lead and engage with stakeholders to deliver against agreed timescales and business objectives.

## **Desirable Knowledge, Skills and Experience**

- Familiarity with the landscape of major science research infrastructure projects and organisations, their processes, challenges and the solutions they require.
- MCIPS or working towards MCIPS.
- Experience with NEC type of contracts.

### **Equality Diversity and Inclusion Statement**

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# **SKA-Low Operations Scientists (10219)**

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#### **Job Location**

Perth, Australia

#### **Area / Department**

Telescope Operations

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**Contract Type**

Permanent

**Salary**

AUD 117,000 - 137,000 depending on experience, with excellent benefits

**Closing Date**

31/10/2022

**Ref No**

10219

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A unique opportunity for two Operation Scientists to contribute to the delivery of the broad and ambitious science from the world's largest low frequency telescope.

## **The Role**

We are looking to recruit two Operations Scientists, who will be the core of our growing SKA-Low Science Operations team.

The SKA-Low Operations Scientists will have a unique opportunity to shape the operation of the SKA-Low Telescope through providing domain knowledge and expertise. During construction and early array deployment they will assist with commissioning as well as plan and conduct science verification. The Science Operations team will verify the end-to-end science process, including proposal submission, scheduling, execution, data reduction and delivery.

Once the Telescope is fully operational, the SKA-Low Operations Scientists will develop new capabilities, respond to new science directions and provide astronomical observing expertise to operations, ensuring the successful delivery of data for the key science objectives of the SKAO.

The SKA-Low Operations Scientists will be based at the Science Operations Centre in Perth. They will collaborate with multidisciplinary SKAO colleagues and interact with the global science community to communicate progress. SKAO also has close contacts with universities in Australia, allowing for co-supervision of students and postdoctoral fellows. The SKA-Low Operations Scientists will also have the opportunity to maintain an active research career, with up to 25% of their time available for personal research.

In line with the SKAO commitment to become an employer of choice for women in STEM we strongly encourage applications from women for this role. We offer family friendly policies and the ability to work flexibly to support this aim. Those applicants wishing to explore part time or job share working are openly encouraged to discuss their individual need for flexibility or specific working patterns during the recruitment process.

## **Key Responsibilities, Accountabilities and Duties**

Under the direction of the SKA-Low Head of Science Operations, the SKA-Low Operations Scientists will support science operations of the SKA-Low Telescope by:

- Contributing to the commissioning and science verification of array releases, including the development and implementation of test plans and procedures.
- Supporting the development and continual refinement of the science operational model for the SKA-Low Telescope, including the software needed.
- Providing user support to the scientific community including ensuring the broadest possible accessibility to SKA observing time and data.

- Effectively collaborating with SKAO Science Operations staff across the three sites; some travel to the SKA-Mid Telescope site in South Africa and SKAO Global Headquarters in the UK could be required.
- Optionally undertaking a programme of personal research up to 25% of employed hours.
- Undertaking other reasonable duties as directed.

## **Mandatory Knowledge, Skills and Experience**

- A doctorate in astronomy, physics, engineering, or closely related field.
- Expertise in radio astronomy techniques including in the acquisition, reduction and analysis of astronomical data from low-frequency arrays (<1GHz).
- Demonstrated aptitude to undertake scientific facility operation, provide user support and translate the needs of the user to requirements and/or operational policies.
- Demonstrated aptitude to work collaboratively across disciplines, with engineers and scientists from a variety of cultures, contributing to an inclusive team environment.
- Effective written and oral communication skills in English.
- An awareness of equitable practices, including accessibility, to facilitate broad access to the Observatory.

## **Desirable Knowledge, Skills and Experience**

- Experience commissioning radio astronomy instrumentation.
- Experience with, or understanding of, ionospheric and direction-dependent calibration techniques relevant to the frequencies of the SKA-Low Telescope.
- Established scientific record in a low frequency science field such as Epoch of Reionisation, HI galaxy evolution, or time domain (pulsars, transients).

## **Equality Diversity and Inclusion Statement**

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## **Travel Administrator (10221)**

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**Job Location**

Cheshire, UK (Head Office)

**Area / Department**

Business Support

**Contract Type**

Permanent

**Salary**

GBP 24,000 - 29,000 depending on experience, with excellent benefits

**Closing Date**

26/10/2022

**Ref No**

10221

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generous pension scheme, visa and support with relocation (if applicable), regular social events, a family-friendly environment and much more. Come and join us!

An exciting opportunity for an Administrator with experience in travel booking to join an international, multicultural team.

## **The Role**

Reporting to the Travel Support Manager (and in interim to the Head of Secretariat), the Travel Administrator will be responsible for providing travel booking and support services throughout the Observatory to ensure the smooth running of office activities.

The successful candidate will be a proactive and self-motivated team player with excellent time management skills.

We welcome applications from candidates of all nationalities, especially those from member countries. However, for this role relocation support will not be available and applicants must be able to comply with the terms of a UK based local contract, details of which may be accessed on SKAO's recruitment portal.

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## **Key Responsibilities, Accountabilities and Duties**

- Plan travel itineraries and undertake bookings for all staff.
- Liaise with SKAO's Travel Management Company.
- Assist the Travel Support Manager to implement travel management initiatives.
- Co-ordinate emergency support for travelers via the 'Duty Desk'.
- Goods receipting and reporting of travel-related transactions.
- Support the organisation and running of events (e.g., room/venue booking, accommodation, travel/taxi booking, etc).
- Provide letters of support for business travelers, such as meeting invitations and visa request letters.
- Provide holiday/sickness cover as required to the wider Administration team.

- Provide general administrative support as and when required, such as raising of requisitions in the internal procurement system, taking meeting minutes, tracking actions, formatting and reviewing documentation and presentations, etc.

The above responsibilities are not exhaustive, but the primary focus of the role is to support the travel needs of project stakeholders and, in particular, those of staff across the Observatory. The Travel Administrator will be expected to adopt a flexible approach, be willing to adapt to unexpected and changing needs, and perform further general administrative tasks as required.

## **Mandatory Knowledge, Skills and Experience**

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

- Experience in an administrative support role involving complex travel requirements.
- Experience of organising high volumes of travel.
- Ability to prioritise tasks, with good time management skills.
- Flexible team player who is adaptable to change and able to work under own initiative.
- Friendly and customer-oriented approach.
- Proficient with IT, including use of MS Word and Outlook.
- Excellent numeracy and literacy skills.

## **Desirable Knowledge, Skills and Experience**

- Experience working in the travel sector.
- Experience providing helpdesk support.
- Experience using an Enterprise Resource Planning (ERP) system.
- Experience organising events, workshops, training sessions, etc.

### **Equality Diversity and Inclusion Statement**

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