

IBD REGISTRY OPERATIONS MANAGER

JOB CONTEXT

The IBD Registry is the first and largest repository of UK IBD (inflammatory bowel disease) data. There are approx. 500,000 people in the UK with inflammatory bowel disease, which is debilitating and difficult to manage and is still not well understood. Our mission is to provide better understanding based on data, to improve care of and treatments for patients, better information for clinicians and other stakeholders, with the aim throughout of improving outcomes for patients.

We're looking for a motivated and organised Operations Manager to lead on management of our ongoing service operations and our new projects stream, as well as the information governance that underpins both of these. Our ongoing service operations are in support of hospital care by IBD clinical teams (specialist doctors and nurses) all over the UK, of studies by clinicians into IBD and into drug safety. Our new projects stream is in setting up new studies, including pharmacovigilance studies, quality improvement initiatives and support for NHS, working with our clinical teams and also with other stakeholders such as the pharmaceutical industry and NHS bodies.

We are a small not-for-profit organisation playing a big role in improving people's lives. We work directly with hospitals, doctors and nurses across the UK; with drug studies, with the NHS, as well as with key Universities including Liverpool (biostatistics). We are deeply involved in the fast-moving and exciting area of health data, and the technologies that underpin and transform that data. This is a great role for someone who wants to make a difference and has a positive can-do approach. You'll get the chance to think innovatively and creatively to help embed new ideas as the programme develops.

More information about our organisation can be found on our website: www.ibdregistry.org.uk

JOB TITLE

Operations Manager

MAIN DUTIES

We have new projects starting on an ongoing basis, and our Operations Manager will play a key role in defining and formalising these to ensure their successful start and then delivery. These projects add to our ongoing 'business as usual' services, and the Operations Manager leads on maintaining and coordinating the plans for all of these, supporting the Registry team managers for delivery and supporting the CEO in ensuring that they do so. Our business is health data, including personal patient data, and so strong and demonstrated information governance is key in all that we do. The Operations Manager is responsible for ensuring that we are compliant, up to date and seeking improvements on an ongoing basis to ensure we are exemplar in this critical area. The Operations Manager works closely with the CEO, supporting in strategic development, and taking delegated responsibility for team management.

REPORTING AND KEY RELATIONSHIPS

The role reports to the Chief Executive Officer, and has key relationships with the Clinical Lead for Data Collection. There are also key relationships with the Data Analytics Hub (University of Liverpool), and the Clinical Leads (IBD doctors working in clinics, working part-time with us to advise and oversee).

ROLE AND RESPONSIBILITIES

Projects Initiation and Delivery

1. Develop simple Project Initiation Documents (aka Project Briefs or Project Charters) for new projects, to set out clear understanding of project objectives, scope, resources and responsibilities.
2. Working with CEO as required, assess resource needs and stakeholder involvement requirements for each project, allocating resource time in balance across projects
3. Support the CEO with the development and review of contracts and agreements (commercial and information governance)
4. Working within the limits of delegated authority, work with designated clients and stakeholders to set out processes for pre-contract delivery and lead on their engagement, to achieve project initiation.
5. Create reports, proposals, plans etc as required and in a professional style to supply to clients and stakeholders in order to progress project initiation and then ongoing delivery.

Service Management and Delivery

6. Create and maintain operational project plans to co-ordinate and support service delivery by Registry team members across the various workstreams. Working with Registry team managers, ensure key milestones are identified, and plan and allocate work to achieve milestones
7. Ensure the plan is kept up to date, monitoring achievement of deadlines, and supporting staff as appropriate to ensure delivery. Track progress and risks to delivery tracked and report as required
8. Ensure that our internal service and project reports are coordinated, completed and delivered on time as scheduled, working closely with other team managers for this
9. Ensure that client project reports as planned for completion and delivery as required, including studies data and pharmacovigilance client reporting
10. Support the CEO in the creation of Board reports and updates as required (typically based on operational reports),
11. Lead a small team to ensure the successful management and continuous improvement of our services, ensuring motivating 1-2-1s and staff development conducted regularly

Information Governance and Compliance

12. Understand our IBD Registry Information Governance (IG) policies and procedures and ensure the effective implementation of these across all services and projects
13. Manage the IG review process, and ensure the IG procedures are maintained as part of this, ready for the annual review
14. Ensure IG training is provided for IBD Registry team members within the time limits required, and appropriate records kept
15. Model to staff at all times the rules set out in the guiding IG documents, and in addition to our IG quality procedures, the IG limits set out by key stakeholders (e.g. Confidentiality Advisory Group (CAG) and NHS Digital)
16. Support the CEO in the preparation of the annual compliance returns (e.g. Information Commissioner's Office (ICO) and the Confidentiality Advisory Group)
17. Oversee the effective return of Data Processing Agreements (DPA) and Data Sharing Agreements (DSA) from clients, ensuring appropriate records maintained.
18. Create reports that demonstrate compliance as required, referencing the records kept, including maintaining the data flows register.
19. Support the staff team including our Caldicott Guardian in resolving IG issues as may be required

Strategic Development

20. Work closely with the CEO in development of organisational goals and KPIs
21. Work closely with the CEO in monthly review and forwards look
22. Support the CEO in external and Board meetings by preparing relevant materials and reports as required, including updates to the strategic Risk Register

Team Development

23. Manage own and team's work to deliver tasks on time and to the required standard
24. Be an active member of team, identifying opportunities for your own and team development.
25. Contribute to the good and efficient working of the team in delivering against the business plan.
26. Be a role model for professional working and positive change in a fast-moving environment

Other

27. An awareness of Health and Safety legislation, demonstrated in safeguarding the actions of both yourself and others at all times
28. To work within company policies and procedures at all times, proactively raising suggestions for improvement where-ever seen, and writing procedures or supplying content for them where required and requested.
29. To maintain appropriate records and logs as may be required (proactively suggesting if none) so that there is a followable trail of information
30. Deputise for the CEO as may be required
31. Any other duties as may be reasonably expected and are commensurate with the level of the post.

PERSON SPECIFICATION:

1	Degree-educated in a relevant subject (e.g. maths/science, information, technology)
2	A track record in initiating, planning and managing projects, ideally with experience in a data and technically based environment similar to ours. A formal project management qualification or training would be beneficial.
3	Experience or exposure in planning, coordinating and managing multi-workstream projects, possibly with a PMO or similar approach.
4	Demonstrable experience in managing and supporting staff to build the team and deliver results
5	Demonstrable experience and ability in creating of professional reports, plans and other documents for clients and stakeholders; ideally interacting with clients as part of this.
6	Experience or exposure to information governance and other compliance subjects, including GDPR and ideally including NHS related IG compliance
7	Practical understanding of the importance of business process/ procedure, ideally within a regulated and /or audited environment. Have exacting standards and a keen eye for detail
8	Organised and methodical, with strong time management and work planning skills, including the ability to be flexible where the team schedule requires it
9	Confident and proficient in standard office IT tools (e.g. Excel, Outlook, Word, Powerpoint, etc.) . Demonstrable ability in or to learn newer office IT tools (e.g. MS365/Sharepoint, Monday.com)
10	Innovative and active problem-solver, open to new learning and continuous self-development
11	Strong team-working skills, with a collaborative approach to working.
12	Excellent interpersonal skills, written and spoken, for both clients and projects.
13	Hospital, clinical trials and/or pharmaceutical company experience highly desirable but not essential.

Approximate time allocation within role

Key Accountability	% of time allocated
Projects Initiation and Delivery	40%
Service Management and Delivery	30%
Information Governance and Compliance	10%
Strategic Development	10%
Team Development	10%
	100%

SALARY AND OTHER DETAILS

This is a permanent role for **4 (or 5) days/week** and offering a salary up to £42,000 FTE depending on relevant experience. The fulltime role is anticipated for candidates with strong coverage of the skills and experience outlined.

(The proficient salary is up to £42,000 FTE; the appointment is at an initial salary level (90 or 95% of the proficient salary) or at the proficient salary, depending upon skills and abilities as assessed during the recruitment process. On successful completion of probationary period, proficient salary will be re-assessed).

We offer 25 days holiday each year plus 8 Bank Holidays (all FTE, pro-rata for part time); plus a 5% employer's contribution to your pension.

Our fulltime (FTE) working week is 40 hours/week, and there may be a requirement to periodically work outside of standard office hours (usually remotely), for example, to fit in with clinical schedules.

We are a young and growing company, and so there is great scope for skills development and real career development opportunity.

KEY DATES AND HOW TO APPLY

You must have the right to work in the UK. Please do not apply if you do not.

- Closing date for applications: **THURSDAY 29TH AUGUST 2019 @ 9am**
- Interview dates: **WEDNESDAY 11TH SEPTEMBER**. Please **hold the date and be prepared for an interview on this day** when you apply (if you cannot make this date, please continue to apply and state this in your cover letter, with date when you are available).
- We are aware that this is the summer holiday period and people are away. If you will be away on holiday during the application or interview period, please apply as soon as you can, stating your dates of absence and return.

We will be shortlisting and inviting for interview in the **THURSDAY 29TH AUGUST**; we will inform eligible candidates if you have not been invited for interview.

Interviews will be at our offices in Epsom, only minutes from the station within a bright modern complex including library, cafes and restaurants. Epsom itself is only 30 minutes train journey from Waterloo, Victoria and Blackfriars, 15 minutes from Wimbledon.

HOW TO APPLY

To apply, all candidates are required to complete and submit the following:

- **your CV** (maximum 2 pages), including details of your education
- **a covering letter** (maximum 2 pages) covering three points: why you are the right candidate for this role; how you fit the Person Specification, plus details of your current salary package and notice period, and contact details of two referees including the context in which they know you (one of these should be your current or most recent employer)

(Please note that we will not accept applications that are just a generic CV)

We can only accept applications from candidates who have the right to work in the UK.

If you have any questions, or would like to talk with us beforehand, please email Katie Gray on finance@ibdregistry.org.uk (also for a talk - so that we can arrange a time for a conversation).

Your referees may be contacted prior to a final decision being made, and only after you have attended the interview and with your permission.

An employment decision and offer of employment will be made promptly. We will be looking for the successful candidate to start as soon as possible.

This document describes the main elements of the job. This a new role in a young organisation and this description is a guide to the expectations and main duties as we understand them currently, but it is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment. This document is subject to review on an on-going basis.