

## **IBD REGISTRY PROJECTS & OPERATIONS MANAGER (HEALTH INFORMATICS)**

### **ABOUT US**

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 be 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 a small and young not-for-profit company growing quickly, and as well as ongoing operations, we have a number of key new projects in the health informatics field to deliver on in 2020. This includes being part of the high profile £5million IBD Hub programme, for which we are working in partnership with Cambridge University Hospitals in a leading-edge data solution to bring together diverse and separate health datasets to enable research into IBD.

While we are a small and lean organisation, we play 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).

More information about our organisation can be found on our website: [www.ibdregistry.org.uk](http://www.ibdregistry.org.uk)

### **ABOUT THE ROLE**

To support us in our growth, we are looking for a motivated and experienced **Projects & Operations Manager** to take this new senior position in our organisation in order to lead on management and successful delivery of our health informatics projects, which cover data warehousing, working with hospitals on data sharing, information governance compliance and structuring projects in response to clinical and data studies requests. This is a new role in our growing organisation, and is a great opportunity for someone looking to really make a difference in both their job and in the world. You'll get the chance to think innovatively and creatively to help embed new ideas as the organisation develops, and help to shape our organisation as we grow.

### **ABOUT YOU**

We're looking for someone who wants to make a difference, more than just doing a job. You need a can-do attitude and hands-on approach combined with an inbuilt ability to think and express themselves in a structured way, whether it is about data, project planning, compliance right down to materials and documentation.

Our ideal candidate has experience that covers these four areas:

- **Project management skills**, able to confidently plan and schedule project activities and track project milestones and deliverables. This is a delivery-focused role, and our ideal candidate will have a track record of success in this key area. Our projects are all comparatively small, so this is very much a hands-on role, combining own work,

stakeholder management and key staff input to achieve successful delivery. We operate in a changing environment, and so the ability to work in an agile fashion, responding and adapting to change quickly is essential;

- **Project solution structuring**, setting up studies for industry and the NHS, working with staff and stakeholders to define the project scope, goals and deliverables. Our projects typically involve studies into aspects of IBD using our data, alone or in combination with other datasets, or using our data collection tools; thus a background or experience working in the pharmaceutical industry or the NHS would be highly advantageous here, otherwise transferable skills in project structuring such as consultancy or an IT implementation background;
- **Competent informatics and/or technical understanding**, ideally gained in a professional solutions consultancy, systems engineering and/or data management environment. The emphasis is on using that knowledge in relationships management, keeping the partners in the project on track rather than deep technical or software development skills. Our work is in health informatics and so a strong and comfortable understanding of working with structured data is essential (i.e. definitely a confident Excel poweruser, ideally also with an understanding of databases or data management and SQL)
- **Compliance management exposure**, with experience of working in a highly-regulated professional working environments, where policies and procedures are a built-in way of life. A key part of the work will be to lead the annual review process to ensure that the processes and procedures we have in place are fully compliant with the exacting information governance and data security regulatory landscape in which we work. The emphasis here is not on being an expert in data protection laws (although that would be very useful indeed) but in having a good understanding of the data protection and compliance landscape, in order to be able to work with our IG specialists to turn their expert advice into operational action and results.

## **JOB TITLE**

Projects and Operations Manager

## **MAIN DUTIES**

**Key projects management and delivery.** You will deliver our key 2020 projects by carrying out a range of activities throughout the project lifecycle, coordinating the efforts of team members (including vendors, contractors and consultants) in order to deliver projects according to plan. You will work with key stakeholders. You will also define the projects' objectives while overseeing quality and governance throughout its lifecycle.

**Operational (service) management.** You will structure and document our operational processes, develop best practices plus tools for project execution and management. Oversee supplier relationships, including contract compliance. Note: Financial operational management is largely already in place, and so while useful, it is not currently a major element of this role.

**Structuring new project solutions.** Project solution structuring, setting up studies for industry and the NHS. from working with staff and stakeholders to define the project scope, goals and deliverables. We have new projects starting on an ongoing basis, requiring defining and formalising to ensure their successful start and then delivery. Our projects typically involve

studies into aspects of IBD using our data, alone or in combination with other datasets, or using our data collection tools;

**Information Governance and Compliance.** Ensuring our compliance procedures and operations, especially Information Governance and Data Security, but also our project returns for pharmacovigilance (drug safety studies) and other clinical and pharmaceutical studies.

## **REPORTING AND KEY RELATIONSHIPS**

The role reports to the Chief Executive Officer, with key relationships with the Data & Analysis Manager and the Client Services Manager. There are also key relationships with the Data Analytics Hub (University of Liverpool), the Data Protection Officer and the Clinical Leads (IBD doctors working in clinics, working part-time with us to advise and oversee). The role is envisaged to take on line management of support function staff member(s) as we grow.

## **KEY RESPONSIBILITIES**

### **Key Projects Management and Delivery**

1. Plan and schedule operational and project activities using appropriate tools and track project milestones and deliverables. Hold regular checkpoints with staff and suppliers to track progress, identify operational risks.
2. Ensure the plan is kept up to date, monitoring achievement of deadlines. Proactively think of adjustments and alternative workarounds to keep to delivery schedule and bring these into discussion. Track progress and risks to delivery tracked and report as required. Maintain the operational risk log (RAID).
3. Play an active hands-on role in driving key elements of defined projects to delivery, undertaking project management activities such as liaising with stakeholders and creating key project materials as required and agreed.
4. Meet with the CEO/senior team on a scheduled basis to review plan/progress, issues, risks; update project plan to reflect resulting changes and document for team communication.
5. Specifically for the IBD Hub programme, ensure project reports are prepared according to the Hub timetables and created in the Hub pro-forma. Plan in checkpoints to review progress.
6. Ensure that our internal service and project reports are coordinated, completed and delivered on time as scheduled, working closely with other workstream managers for this.

### **New Projects Structuring**

7. Working with project stakeholders, understand the project requirements, set them against potential constraints and map out the resulting potential solutions, presenting these as required in appropriate clear format to enable shared understanding.

8. Identify activities required to deliver based on the identified solution. Working with CEO as required, assess resource needs and stakeholder involvement requirements for each project, allocating resource time in balance across projects.
9. 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. Establish a project plan baseline, add to overall risk log, and incorporate into the ongoing overall operational plan.

### **Operational (Service) Management**

10. Structure and document our operational processes, drawing also on best practice to create templates and tools to support a well-structured and consistent approach going forwards and tools for project execution and management.
11. Proactively track and suggest areas where processes could be improved; plan and deliver these as agreed
12. Supplier relationships, especially contract compliance. Work with designated clients and stakeholders to set out processes for pre-contract delivery and lead on their engagement, to achieve project initiation.
13. Support the CEO in external and Board meetings by preparing relevant materials and updates as required (typically based on operational reports), including updates to the strategic Risk Register.
14. Manage own work to deliver tasks on time and to the required standard; oversee and contribute to the good and efficient working of the team in delivering against the business plan.
15. Ensure that client project reports as planned for completion and delivery as required, including studies and pharmacovigilance client reporting

### **Information Governance (IG), Data Security and Compliance**

16. Understand our IBD Registry Information Governance and Data Security (IG & DS) policies and procedures together with the IG requirements set out by key stakeholders (e.g. Confidentiality Advisory Group (CAG) and NHS Digital) and ensure the effective implementation of these across all services and projects
17. Plan and manage the annual IG/DS review process, identifying and agreeing areas for improvement, and work in a methodical fashion to implement these across policy, procedure, template and pro-forma. This review includes key areas: internal process review, supplier compliance review, business continuity review.
18. Plan and manage the annual site agreements update, with updates as required to the Data Processing Agreements (DPA) and Data Sharing Agreements (DSA), including with a process for maintaining appropriate records

19. Working with our IG specialists, support the staff team in resolving IG issues that may arise, updating our IG processes as may be required as a result of this
20. Act as the Information Governance Lead for the organisation, modelling to staff at all times the rules set out in the guiding IG documents. Support the CEO in the preparation of the annual compliance returns and Board returns as part of this role.
21. Create reports that demonstrate compliance as required, referencing the records kept, including maintaining the data flows register.

### **Other**

22. Be a role model for professional working and positive change in a fast-moving environment
23. An awareness of Health and Safety legislation, demonstrated in safeguarding the actions of both yourself and others at all times
24. 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.
25. To maintain appropriate records and logs as may be required (proactively suggesting if none) so that there is a followable trail of information
26. Deputise for key staff members as may be required
27. Any other duties as may be reasonably expected and are commensurate with the level of the post.

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**PERSON SPECIFICATION:**

1	Robust educational background, with a degree in a numerate or relevant subject (e.g. maths/science, information, technology, pharmaceutical science, medicine)
2	Experience of working in a healthcare or pharmaceutical setting in project management role (or translatable professional experience gained in a highly-regulated working environment)
3	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.
4	Significant experience managing business-facing projects within an IT environment; ideally with an agile approach
5	Analytical skills capable of engaging and persuading at senior level, including the creation of professional reports, plans and other documents for clients and stakeholders
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
9	Confident and proficient in standard office IT tools (desk based and cloud)
10	Innovative and active problem-solver, open to new learning
11	Strong team-working skills, with a collaborative approach to working.
12	Excellent interpersonal skills, written and spoken, for both clients and projects.
13	Ability to work in an agile fashion and to deliver at pace

## **SALARY AND OTHER DETAILS**

This role is initially offered as a **fixed term role** (12 months) for **32 hours/week** (which can be worked as 4 or 5 days/week) at a salary between **£37,800 - £42,000 FTE** depending on experience.

(The role is offered fixed-term due to the next year being a period of growth and change, including the large IBD Hub project changes running in that period. The role will be assessed towards the end of the term, with the possibility of extension or permanent. 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: **Sunday 19<sup>th</sup> January 2020 @ midnight**. We encourage early application and we reserve the right to interview early and close early if a suitable candidate is found.
- Interview dates: **Monday 27<sup>th</sup> – Thursday 30<sup>th</sup> January 2020** at our offices in Epsom. Please **be prepared for an interview in this period** when you apply (please indicate on the application form which days are better for you; if you cannot make these dates, please continue to apply and state this in the application form, with dates when you are available. We can arrange in special cases early evening interviews or at our parent headquarters (the BSG or the RCP) at Regents Park, London.

We will be shortlisting and inviting for interview on **Monday 20<sup>th</sup> January 2020**. We will inform eligible candidates who have submitted an application form if you have not been invited for interview.

Interviews will be at our offices in Epsom. Our offices in Epsom are 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:

- **our Application Form** 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. We will not contact your referees without your prior permission)
- you may also optionally send **your CV** (maximum 2 pages)

(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](mailto: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 in February or March 2020 (earlier if 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.*