

IBD REGISTRY PROGRAMME MANAGER

ABOUT US

The IBD Registry Ltd is the first and largest repository of inflammatory bowel disease data (IBD) in the UK. Approximately 500,000 people in the UK suffer from this debilitating, not well understood and difficult to manage disease. Our mission is to improve the health of people living with inflammatory bowel disease in the UK by the collection and analysis of data in order to improve understanding of the care of people with IBD and their treatments and to facilitate research. With almost 200 NHS hospitals participating with us and over 67,000 patient records, we are one of the largest registries in Europe.

Our not for profit organisation is young, small and growing rapidly, with considerable successes already in the field of health informatics. We work with hospitals, doctors and nurses across the UK and with drug studies, the NHS and key universities. Further information can be found on our website www.ibdregistry.org.uk

We already have underway a suite of health informatics projects, including participating in a major (3 year, £5million) project with Health Data Research UK and Cambridge University Hospitals to create a leading edge data solution to bring together diverse and separate health datasets to enable greater research into IBD. This key project is called the 'Gut Reaction' Hub, and further information can be found on the HDR UK website: <https://www.hdruk.ac.uk/help-with-your-data/our-hubs-across-the-uk/gut-reaction/>

All the projects are fundamentally technical data orientated and focused on the healthcare environment. Generally, all the projects have a degree of interdependency. We therefore use the term "programme" as the management of the implementation of business strategies and the management of multiple projects and their cross dependencies.

ABOUT THE ROLE

To support the ongoing and successful delivery of our projects and business functions, we have been moving towards a Programme Management arrangement. This has allowed us to harness the following key benefits:

- Efficient delivery of the portfolio of projects in line with the business strategy
- Improved financial and resource management, risk control and the planning and implementation of change
- Having a defined bridge between the constituent projects, with strong visibility of progress and performance
- Integration of "business as usual" critical activities with that portfolio.
- Development of project management skills within the organization.

- Retaining sufficient organisational agility to respond to influencing external events (such as COVID-19) Project prioritization and critical interdependencies
- Provision of a repository for the experience and knowledge gained from projects and programmes
- Release of senior management time through timely provision of project and programme information
- Avoidance of adverse impact on IBD Registry business through poor performance

The new role of Programme Manager has been created in order to manage and ensure delivery of our programme of projects and business activities. This is a senior management post, which reports directly to the Chief Executive. The postholder will also have key links with the Data Protection Officer, Clinical Leads (IBD doctors working in clinics, but who work part time with the Registry to advise and oversee) and external stakeholders and partners.

As per the introduction, IBD Registry is currently a small organisation with a very flat management structure. It is therefore essential that applicants recognise that the postholder will be working at both strategic and operational level, combining routine “hands on” project work with strategic level activities. Administrative support is limited and while the organisation is small, the postholder will be expected to operate without a team to delegate to. This arrangement will however offer the postholder the opportunity to fully understand the organisation “from top to bottom”, to participate in business planning from a position of knowledge and with that knowledge, to be well-placed as the organisation continues to grow.

The Responsibilities and Deliverables described below describe the main elements of the post as we understand them at present given that this is a new role. It is not a wholly comprehensive or permanent schedule and will be kept under review. It will not form part of the contract of employment.

ABOUT YOU

To be successful in this role you will be a delivery-focused problem-solver, both organised and adaptable, with massive attention to details and a practical hands-on style. You will have senior experience in delivering of both projects and programmes, and be confident and competent working with technical and data projects. You will have a strong academic qualification record, ideally including further qualifications in business or project management. Ideally you will have come from the healthcare or pharmaceutical industries, or as an alternative from a highly-regulated sector where both data protection and delivery are critical. Your most important attributes will be your rigour in thinking, readiness to learn and your ‘can do’ mindset. Above all, you need to believe in our mission and want to join us to make a difference: our small team makes a big difference in IBD across the UK and this needs to be more than ‘just a job’ for you.

JOB TITLE

Programme Manager

REPORTING AND KEY RELATIONSHIPS

The role reports to the Chief Executive Officer. There are also key relationships with our external specialists (such as the Data Protection Officer) and our key partners and suppliers (such as the University of Liverpool, AIMES, CIMS). The post will have line (function) management responsibilities of some of the supporting business functions.

ROLE AND RESPONSIBILITIES

Programme Management and Operational Planning

1. Taking responsibility for the development and effective delivery of the IBD Registry's projects and programmes
2. Employing a robust programme management methodology to ensure that delivery plans, risks, issues, interdependencies, and resources are managed effectively
3. Ensuring key milestones and deliverables are identified, and lead in working with staff in the planning and allocation of work to achieve milestones
4. Embedding in the programme management a culture of working as a cross-organisational project team, deploying effective matrix working with colleagues across the organisation.
5. Tracking project finances, plus preparing financial reports including invoicing breakdowns for clients, working with the Finance & Business Manager to ensure correctly recorded details for projects
6. Ensuring knowledge and information flow seamlessly between all project stakeholders for the successful implementation of projects
7. Collating, analysing and disseminating programme information, including capturing and sharing of learning gathered to support future investment and planning
8. Controlling project plans and reporting, including advising on problem solving and ensuring a "no surprises" environment for the CEO

9. Carrying out regular progress meetings with project leads, checking and understanding progress, and supporting as needed to identify that work planned supports goals
10. Produce the monthly organisational review against plan and draft of the forwards look, identifying new risks arising and assessing the ongoing management of existing risks
11. Create and maintain operational project plans to co-ordinate and support cross-functional service delivery in both projects and business as usual.
12. Carrying out regular progress checkpoint meetings with external partners and suppliers, seeking solutions to any operational risks and problem
13. Developing new supplier contracts, and ensuring the ongoing management of existing supplier contracts

New Projects

14. Supporting external project proposals with project bid work, including the development of scoped and well-written proposals, supported by outline budgets including resourcing, plus key risks and opportunities
15. Undertaking robust benefits and financial analysis on new and existing project proposals, and assessing the viability and risk on new project proposals together with their alignment with the Business Plan
16. 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
17. Working with existing projects and functions to design the best resource allocation for a new project, plus key reporting responsibilities and measures
18. Setting up and tracking on a project finance level, plus preparing financial reports including invoicing breakdowns for clients, working with the Finance & Business Manager to ensure on-time and accurate invoicing

Resource Management and Development

19. Where new resource needs are identified, through the ongoing operational projects tracking and new projects development, lead on the recruitment of staff and their on-boarding, including drafting of job specifications, their initial work plans and their performance measures; plus well-planned inductions

20. Manage assigned staff performance and development, mainly through appropriate one-to-one sessions and the continuous performance programme
21. Manage own and assignee's work to deliver tasks on time and to the required standard
22. Be an active member of the Registry team, identifying opportunities for your own and team development.
23. Contribute to the good and efficient working of the Registry team in delivering against the business plan.
24. Be a role model for professional working and positive change in a fast-moving environment

Strategic and Operational Planning

25. Work closely with the CEO in development of strategic organisational goals, measures and targets for these plus initiatives to deliver these
26. Support the CEO in external and Board meetings by preparing relevant materials and reports as required, including updates to the strategic Risk Register
27. Contribute to the development of the main company budget including risks and scenarios in partnership, and, as part of the programme management, track and report progress to this

Information Governance Compliance

28. Understand our IBD Registry Information Governance (IG) policies and procedures and ensure the effective implementation of these across all services and projects
29. Ensure that the IG compliance returns required within the programme are completed and submitted on time, keeping an audit trail of these
30. Manage the development and implementation of the IG agreements for our hospital clients and other partners; oversee the effective return of these IG agreements, ensuring appropriate logs and records maintained.
31. Model to staff at all times the rules set out in the guiding IG documents

Other

32. An awareness of Health and Safety legislation, demonstrated in safeguarding the actions of both yourself and others at all times

33. To be a role model and champion of professional working and change in a fast moving environment
34. 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.
35. To maintain appropriate records and logs as may be required (proactively suggesting if none) so that there is a followable trail of information
36. Deputise for the CEO as may be required
37. Any other duties as may be reasonably expected and are commensurate with the level of the post.

PERSON SPECIFICATION:

About your education

- Strong academic record with a degree from a leading University in a relevant subject (e.g. maths/science, information, technology), ideally with a further qualification in project or business management

About you as a person

- Organised, able to plan work and deliver to plan on time
- Methodical, organised and accurate, with attention to detail
- Excellent written and verbal communications skills
- Innovative and pro-active problem-solver
- Confident with using technology throughout our work
- Effective team player, responsive to feedback, keen to learn and grow
- Experience of working in the health or pharmaceutical sector
- Experience or understanding of inflammatory bowel disease

About your skills and experience

- Working at senior level in a professional environment
- Demonstrable experience of delivering projects on time, preferably data or technically related projects
- Demonstrable experience in programme and projects planning and management

- Demonstrable experience in bid, proposal and budget development
- Information governance and compliance, ideally in the field of confidential health data

SALARY AND OTHER DETAILS

This is a fixed term role initially for 1 year for **30 hours per week** (can be worked over 4 or 5 days/week) and offering a salary between **£32,000 - £45,000 FTE** (40 hours) depending on relevant skills and experience. As we are growing quickly, we intend to review the organisational need after the fixed term to see if there is a permanent role.

We make appointments at an initial salary level (90 or 95% of the proficient salary) or at the 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.

Our office is in Epsom, only minutes from the station in brand new offices in 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. For meetings with stakeholders travelling into London we are fortunate to have a base at the BSG or RCP, both overlooking Regent's Park and an easy 20 minute journey from Victoria.

OUR RECRUITMENT PROCESS

During the COVID-19 restrictions, our interviews will be by Teams video call. We hold a multi-stage interview process (timetabled close together) including an initial interview, practical tests to be done offline, and a post test interview

Additionally, the successful applicant will be fully supported to work from home for the initial period where restrictions on non-essential travel are in place.

There is no fixed closing date for this role. We want to appoint quickly, and we will be shortlisting and inviting to interview on a rolling weekly basis **by the end of each week (Fridays)**. We will close the process when we have appointed a candidate. Our interview process will involve a combination of two Teams video calls and 2-3 practical relevant tasks done offline, to allow you to demonstrate your ability in relevant key areas. This also aligns with how we work, which is very focused on end results.

HOW TO APPLY

To apply, all candidates are required to complete and submit our **Application Form**. This is an online application form that asks questions in four sections: about you; about your education; about your experience; and about your fit for the role. The application form is available on our website and also here: <https://tinyurl.com/yynnj5sd>

Please note that we will not accept applications that are just a generic CV and that 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.