

Job Description

Job title	Research Delivery Business Manager
Band	Band 5 (TBC)
Reports to	Research Governance & Quality Manager
Accountable to	Research Governance & Quality Manager
Directorate	Corporate Services
Department	Research Department

JOB PURPOSE

The post holder will be responsible for supporting the delivery of service objectives for the Research Department.

To provide focus and support with business objectives – performance, workforce, finance and service improvement.

To seek business opportunities and lead improvements and development of the service.

To act on behalf of the patient in enabling the Trust to be efficient and a provider of high-quality care.

FREEDOM TO ACT

The post holder will be required to work autonomously with minimal supervision, managing own workload and schedule.

The post holder will be expected to work on their own initiative within clearly defined occupational policies with broad direction from the senior leadership team.

They will be required to uphold the code of their professional regulator and to abide by Trusts policies and procedures.

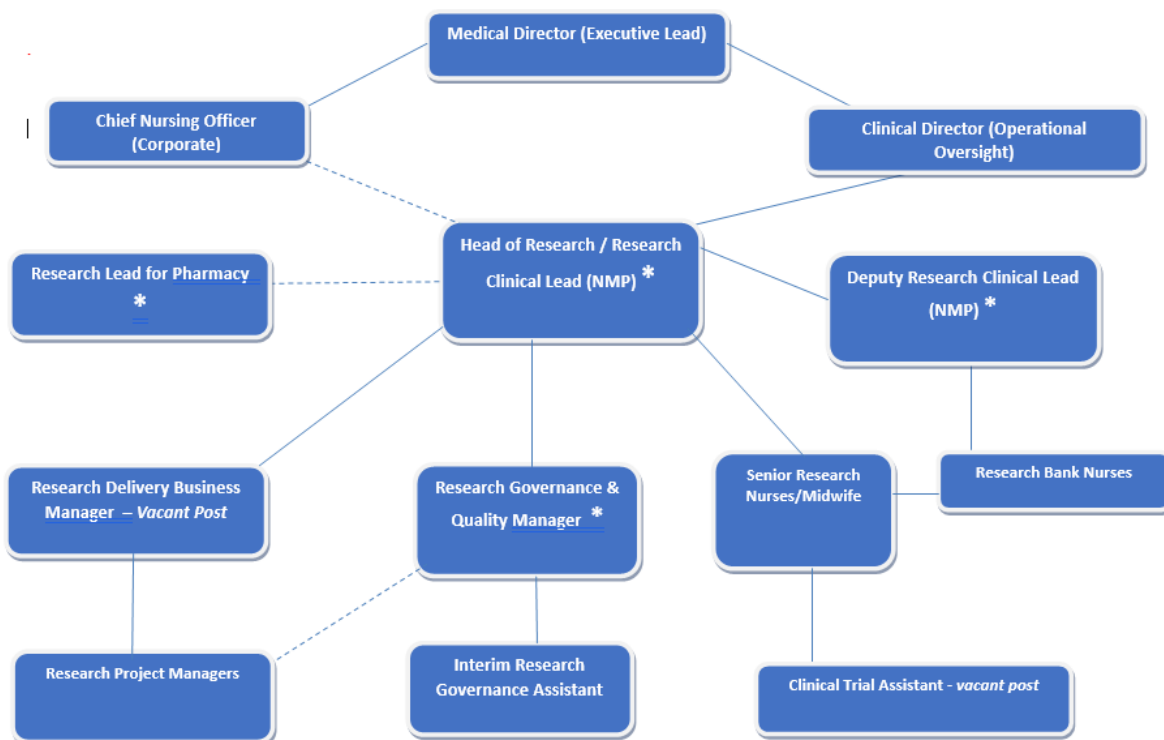
1. DIMENSIONS

- To provide line management of the non-clinical support staff in the Research Department.
- To provide administration support as necessary for the Research Leadership Team including collating data and reports as required by the Head of Research and team.
- To support and lead where appropriate with the production of data and presentation of information as part of service and business development activities.
- To work alongside the Research Governance & Quality Manager in supporting the establishment of systems and processes to report and monitor departmental performance for operational, business and financial objectives as well as key regional and national targets.
- To contribute in findings solutions to problems where performance is not achieved with the support of clinical/operational colleagues/support services.
- To provide support and lead where appropriate on service improvement projects through stages of designing, planning and implementation.
- To support budgetary preparation and reporting processes including having oversight of the nominal role, budget statements and attending monthly meetings with finance alongside the Head of Research/Research Governance & Quality Manager. To oversee the invoicing procedures within the department. To contribute to the identification and achievement of schemes for CIP (Cost Improvement Programme).
- To oversee clinic management and utilisation for the service.
- To be responsible for assisting with the day-to-day operational running of the Research Department including oversight of:
 - Department Briefs
 - Local agreements
 - Promotion and publicity support
 - Patient Research Ambassador support
 - Health and safety

- Business continuity
- Space and equipment
 - Staff and patient expenses
 - E-procurement, supply chain, travel cloud

- ensure that staff resources are distributed according to need and priority particularly when organising cover for sickness/absence.

2. ORGANISATION CHART



*Members of Research Senior Leadership Team

3. COMMUNICATION AND WORKING RELATIONSHIPS

The post holder will:

- Support the Head of Research, clinical leads and Research Governance and Quality Manager to provide a cohesive Leadership Team for the service.
- Be expected to communicate with staff at all levels throughout the organisation and external agencies as well as patients, visitors and the general public.
- Contribute to the business, quality and service delivery meetings including the Research Steering Committee.
- Is required to communicate highly sensitive, complex, contentious information to staff at all levels within the Trust.
- Will be required to communicate highly sensitive information about performance and changes within the service.
- Will be required to make formal presentations; this will be on an infrequent basis.
- Manage complex issues relating to equipment, incidents, accidents, complaints and defects in supplies.
- Require motivational, negotiating, persuasion, empathising, counselling and reassurance skills.



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- Be able to overcome communication barriers with patients and the general public displaying emotional crisis, vulnerability, verbal/physical aggression, learning difficulties and language barriers.
- Have the ability to cope with frequently challenging, diverse and stressful situations.
- Practice and demonstrate the ability to manage own workload as well as supervising junior colleagues.
- Be required to investigate complaints, risk events and grievances in a timely, sensitive manner.

4. KEY RESULT AREAS

Responsibility for Patients

- To be accountable for the management of staff who deliver a patient care service
- To be required to provide indirect services to patients, client's relatives or carers.
- To be required to directly assist patients, clients and/or relatives on rare occasions.

Responsibility for Policy and Service Development

- Implement policies and service developments within the service,
- Working with both internal and external stakeholders, collaboratively develop and support the delivery of a business development plan specific to research including identifying areas of growth and barriers to participation in research.
- Support and where appropriate lead on the writing of business cases associated with strategic projects.

Responsibility for Financial and Physical Resources

- Authorised signatory to purchase/authorise consumables and services – staff and patient expenses, e-procurement, supply chain and TravelCloud approvals.
 - Work with Finance department to provide appropriate financial and activity information.
 - Support the Senior Leadership Team in ensuring delivery against local and national targets.
 - To be responsible for ensuring that capacity required to deliver the service is available and provided in a timely way.
 - Understand and monitor the department establishment, ensure efficient roster management and authorise payments for staff.
 - To oversee the invoicing procedures within the department ensuring that the payment of invoicing is within agreed timescales.
 - Maintain stock and resources with due regard to departmental requirements and budgetary controls.
- Ensure stock levels are maintained and equipment in good working order.

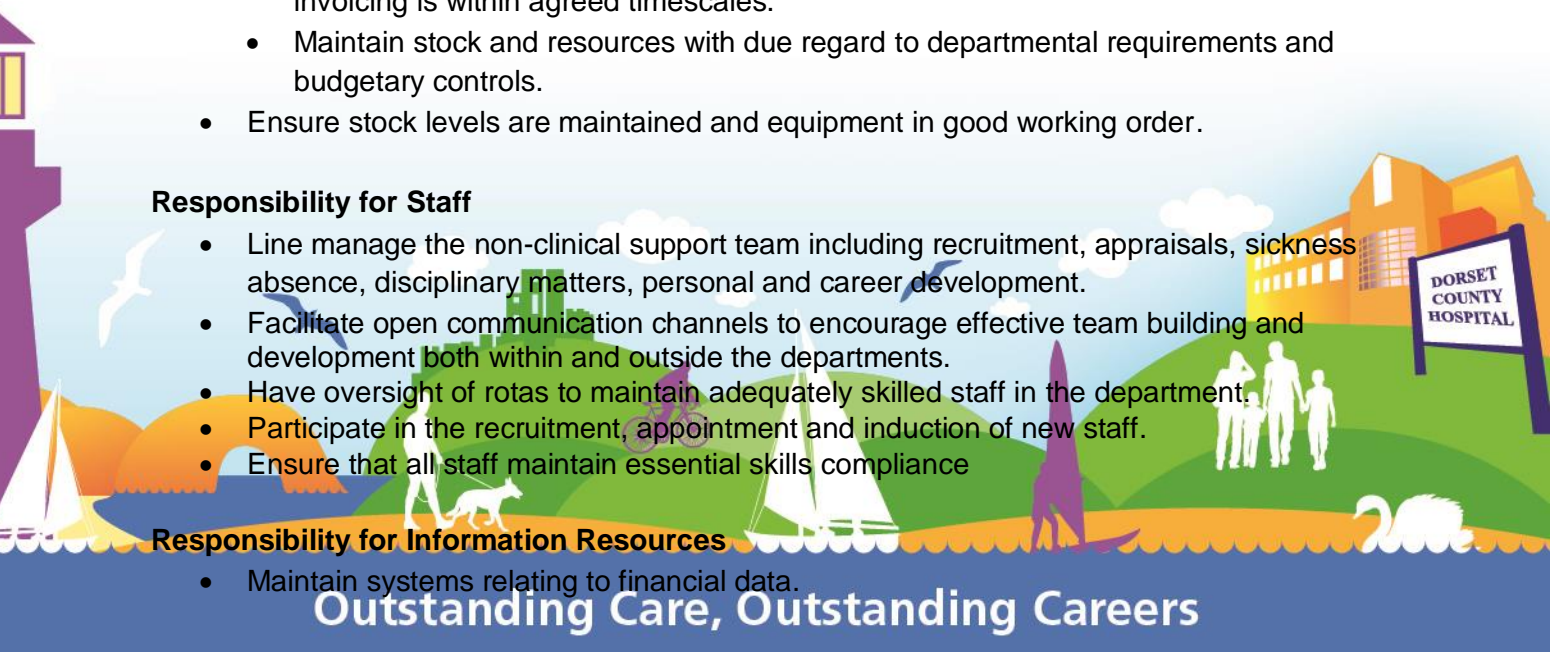
Responsibility for Staff

- Line manage the non-clinical support team including recruitment, appraisals, sickness absence, disciplinary matters, personal and career development.
- Facilitate open communication channels to encourage effective team building and development both within and outside the departments.
- Have oversight of rotas to maintain adequately skilled staff in the department.
- Participate in the recruitment, appointment and induction of new staff.
- Ensure that all staff maintain essential skills compliance

Responsibility for Information Resources

- Maintain systems relating to financial data.

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- Ensure delivery of data against local and national targets
- Retrieve information from computer systems and medical records and interpret accurately.
- Ability to access information from Trust intranet system.

Responsibility for Research and Development

- Participate in regular reviews of protocols and procedures and instigate changes in practice if appropriate and in line with trust guidelines.
- Engage in the development of services by attending relevant meetings supporting and influencing change.
- **Completes surveys or audits as necessary.**

Analytical & Judgement Skills

- Make judgements based on fact or situations that are highly complicated which require skills to perform analysis of business performance information, decisions on meeting business targets, highlighting performance information.
- Assess situations which may contain conflicting information and require comparison of a range of options.
- Take responsibility for their own self-development.
- Present evidence to support the delivery of improved patient care, improved service delivery and business development.
- Works closely with other members of the multi-disciplinary teams, seeking professional advice as required.
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Planning & Organisational Skills

- Manage time effectively to maintain high standards of care within the department.
- Be responsible for organising their own day to day work. This can include planning a number of complex activities or work planning. There will be a need to allocate and re-allocate tasks, situations or staff on a daily basis to meet requirements of the services.
- Organise workshops, materials, and co-ordinate meetings including the selection of venue.

5. ENVIRONMENT AND EFFORT

Physical Effort

- A combination of sitting, standing and walking with little requirement for physical effort.
- Use of computer for majority of the day, standard key board skills.

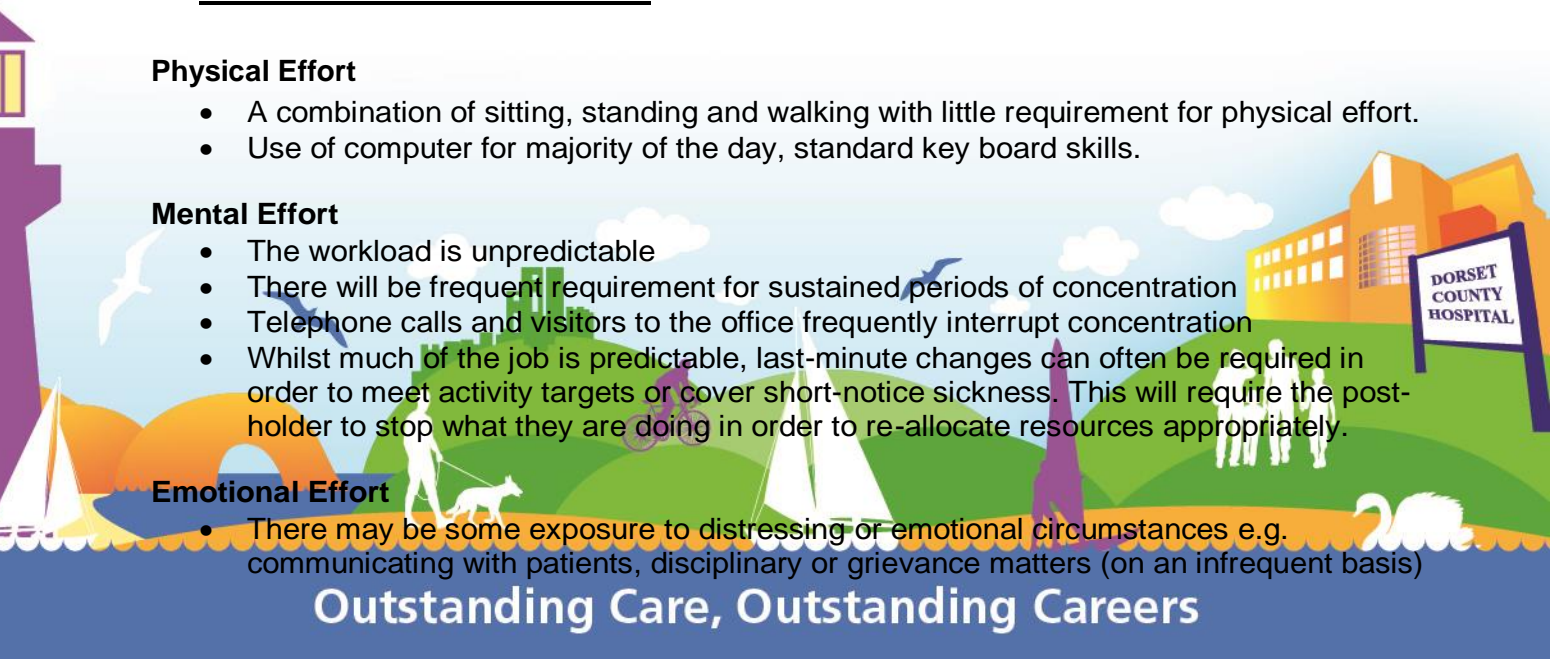
Mental Effort

- The workload is unpredictable
- There will be frequent requirement for sustained periods of concentration
- Telephone calls and visitors to the office frequently interrupt concentration
- Whilst much of the job is predictable, last-minute changes can often be required in order to meet activity targets or cover short-notice sickness. This will require the post-holder to stop what they are doing in order to re-allocate resources appropriately.

Emotional Effort

- There may be some exposure to distressing or emotional circumstances e.g. communicating with patients, disciplinary or grievance matters (on an infrequent basis)

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- Exposure to unpleasant working conditions is rare.

<u>OCCUPATIONAL HEALTH HAZARD EXPOSURE ASSOCIATED TO THE POST</u> (Please tick as appropriate)			
Patient contact	<input checked="" type="checkbox"/>	Lone working	Working in isolation
Passenger / Client Transport	<input type="checkbox"/>	Exposure prone procedures	Patient Handling
Strenuous Physical Activity	<input type="checkbox"/>	DSE user (defined in DSE Regs)	Confined Spaces
Night working	<input type="checkbox"/>	Food Handling / Preparation	Working at heights
Working with vibratory tools	<input type="checkbox"/>	Noisy Environment Working	Safety Critical Work
Working with respiratory irritants (including latex)			Please specify - latex
Working with substances hazardous to health			Please specify
Other			Please specify

6. HEALTH AND SAFETY

Under the Health and Safety at Work Act 1974, as an employee, you must take reasonable care for the health and safety of yourself and for other persons who may be affected by your acts or omissions at work. The Act also states that you must not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare.

You are also required to make yourself aware of the Trust's health and safety policies and to report any accidents/incidents.

7. EQUAL OPPORTUNITIES

Dorset County Hospital NHS Foundation Trust is committed to the development of positive policies to promote equal opportunity in employment. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the Trust.

8. CONFIDENTIALITY

Confidential and personal information related to staff, patients and Dorset County Hospital NHS Foundation Trust must not be disclosed within or outside the place of work, except in the proper discharge of duties.

