

## CCTC Deputy Operations Manager (Clinical Operations) Band 8A - Job Description and Person Specification

Thank you for considering a role at [Cambridge University Hospitals NHS Foundation Trust](#), which includes Addenbrooke's and the Rosie Hospitals.

### About Us

The Trust is one of the largest and busiest hospitals in the country and is a leading clinical and academic centre with a national and international reputation for excellence. Recognised as providing 'outstanding' care to our patients and rated 'Good' overall by the Care Quality Commissioner, is testament to the skill and dedication of the people who work here. It is their teamwork, energy, commitment and imagination that make us one of the best hospitals in the UK.

### Our Values

The Trust's philosophy is to keep the patient at the heart of everything we do and we expect staff to uphold our values of **Together - Safe, Kind, Excellent** at all times. The Trust's Values and Behaviour Standard is attached to this job description; it provides more information about the type of behaviour we expect and love to see, and those we do not want to see. In considering whether to apply for the post you should consider whether you understand and feel able to live our Values.

### Supporting you to be the best you can be

The Trust is committed to bringing the best out of its employees. We want everyone who works here to enjoy job satisfaction and feel proud to be an employee of the Trust. Each pay band has a set of Performance Standards which explains the level of competency and standard of delivery required to perform the role, you can download the performance standard for this post with the application pack. The Trust is committed to providing on-going feedback, development and an annual appraisal discussion.

### Your Health and Well-Being

As a world leading healthcare organisation, CUH is a champion of good health and is committed to providing a smoke free campus to protect its staff, patients and visitors. Smoking is not permitted on the CUH campus and all employees must comply with the requirements of the CUH No Smoking Policy and support the processes and practices in place in relation to patients and visitors.

Your health and well-being are important to us. If you have any concerns about a health condition or disability that you have please read the Job Description and Person Specification carefully to ensure that you would not be putting yourself at risk.

We offer an extensive staff benefits package, including, childcare, flexible-working schemes and the NHS pension scheme along with a range of facilities that includes on-site sport and leisure facilities. Do visit our website for more information about working at CUH and living in Cambridge: [Working for us](#)

### Submitting your application

Please read this job description thoroughly before submitting your application. As well as meeting the essential requirements of the person specification, be sure that you can demonstrate commitment to our Values, teamwork, reliable attendance, dedication and the ability to show compassion, care and respect to our patients, visitors and colleagues.

We recommend that you download the 'Information for Applicants - Completing your application' document which provides further details about how to complete each section of your application form and further information about the application process.

<b>Job title:</b>	CCTC Deputy Operations Manager (Clinical Operations)
<b>Band:</b>	8a
<b>Hours of work:</b>	37.5 hours per week
<b>Location:</b>	Cambridge Cancer Trials Centre
<b>To whom professionally accountable:</b>	CCTC Director
<b>To whom responsible:</b>	CCTC Director of Operations
<b>Job summary:</b>	<p>You will work in partnership with the CCTC Director of Operations, CUH Cancer Directorate lead nurse &amp; CCTC Director to ensure that cancer research services meet agreed targets within the resources available.</p> <p>In partnership with the CCTC Director of Operations and clinical operations team leads, contribute to the smooth running of cancer research within the Trust on a daily basis, ensuring that staff follow relevant SOPs, policies and regulations.</p> <p>Line management of specified staff and accountability for all aspects of the quality of research services (both clinical and non-clinical) delivered within the span of authority.</p> <p>Leadership of the CCTC clinical operations staff (research practitioners, nurses, data managers and the clinical operations administrators).</p> <p>Maintain a visible professional presence where staff can turn for assistance, advice and support and upon whom they can rely to ensure that the fundamental and specialist aspects of care are met.</p> <p>Drive projects and areas of work, which reflect clinical, professional and corporate objectives.</p>

**Key duties and responsibilities:**  
**CLINICAL TRIALS**

1. In line with the corporate clinical governance agenda and research governance agenda, and in conjunction with the CCTC Director and CCTC Director of Operations, lead the implementation of the service area's governance plan, disseminating findings and ensuring appropriate actions are taken to improve clinical outcomes for patients.
2. Lead the monitoring of standards within CCTC clinical operations team, actioning plans in response to audit results. Guide and support Specialty Research Leads to monitor, evaluate and improve standards.

3. Be fully involved and proactive in our research agenda, including research governance, assisting in developing policies and procedures, implementing changes to practice to ensure Trust compliance with requirements of the MHRA and trial-related governance agencies.
4. Work with the Research Nursing Lead and senior research nurses/practitioners to ensure that the environment is conducive to the receipt of the best clinical research care and experience.
5. Work with the Data Management lead and data managers to ensure that data management is accurate and performed within agreed timelines.
6. Work in collaboration with the CUH Cancer Directorate senior nursing team to ensure a consistent approach to patient care and staff development, including compliance with mandatory training.
7. Initiate, evaluate and act upon risk assessment and incident reporting as part of the working relationship with the relevant personnel.
8. Lead the CCTC wide approach to proactive risk management within the clinical operations team.

#### **MANAGERIAL AND LEADERSHIP**

1. Act as a professional lead in the development and implementation of cancer research services and planning within aligned service areas
2. Advise and support the CCTC senior management team and CUH Cancer Directorate lead nurse on professional nursing/midwifery issues and provide professional leadership for all nursing groups, where applicable.
3. Maintain oversight of the CCTC clinical operations team, ensuring that teams are managed in accordance with Trust policy and procedure and best practice. Each team will include NHS & University staff.
4. Line management (annual leave, sickness, appraisal) of specified CCTC clinical operations site team leads (generally Band 7 team leads).
5. Ensure CCTC clinical operations team leads produce accurate, timely and accessible information about staff including working patterns, competencies and education and development needs and that this data contributes to an annual workforce plan utilising relevant Trust IT systems, i.e. MAPS.
6. Act as the managerial link between the Specialty Research Leads and the CCTC clinical operations site team leads.
7. Provide professional leadership and support appraisal process to those that hold a letter of access, honorary contract, and research passport working in cancer research.
8. Annually review and make recommendations to ensure that the research and trials establishment is manageable within the resources available, reconfiguring resources as required, working in partnership with the CCTC Director of Operations.

9. Take responsibility for the CCTC clinical operations team's service planning, budget setting process and budget management.
10. Maintain visibility in the clinical trials/research setting providing professional role modelling and clinical advice to teams (this excludes holding a portfolio).
11. Act as the risk officer for the clinical operations team.
12. Be responsible for oversight management and implementation of trials clinical operations team processes & ways of working.
13. In line with NHS and Trust developments, participate, as required, in Trust wide committees and initiatives, providing clinical research and professional advice. Communicate and action output from these forums.

#### **PATIENT AND PUBLIC INVOLVEMENT**

1. Work with the CUH Cancer Directorate lead nurse to ensure that a spirit of service user involvement is present, that care delivered is patient centered and that patients feel involved and informed about all aspects of their care.
2. Co-ordinate the investigation of complaints and serious, or potentially serious, incidents within the service area ensuring that investigation is thorough and timely, and that remedial action is taken enabling lessons to be learned and shared and repeat incidents avoided.

#### **CLINICAL AND TRANSLATIONAL RESEARCH DEVELOPMENT**

1. Provide an expert resource for research, education & development in cancer clinical trials.
2. Be aware of local and national cancer research issues and their implications for clinical practice.
3. Seek to expand own knowledge or research by reviewing current research findings and attending appropriate up-date and education programmes.
4. Be familiar with GCP Guidelines, the EU Regulations on Clinical Research and the Research Governance Framework for health and social care.
5. Take responsibility for ensuring that appropriate training (e.g. GCP training) is available for all CCTC staff

#### **PERSONAL AND PROFESSIONAL DEVELOPMENT**

1. Pursue personal lifelong development by participating in formal reflective learning, appraisal and professional development activities and registration with the NMC (if applicable).
2. Keep up to date with changes in clinical trials legislation and research governance framework.
3. Keep up to date with national and local developments in relevant NHS policy and practice.

## **General Compliance:**

1. To comply with all Trust Policies and Procedures, with particular regard to
 

- Risk Management	- Health & Safety	- Information Governance
- Confidentiality	- Data Quality	- Freedom of Information
- Equal Opportunities	- No Smoking	- Being Open: a duty to be candid
2. All staff have a responsibility to comply with the current infection prevention and control policies, procedures and standards and ensure they have received training on infection prevention and control issues including hand hygiene and received refresher training appropriate to the job role. All staff should practice and encourage appropriate hand hygiene and act professionally to ensure the hospital environment is clean, safe and tidy.
3. To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
4. To follow all the Trust Security policies and procedures and be vigilant to ensure the safety and secure environment for care.
5. All staff that have access to or transfers any data are responsible for those data, it must be kept secure and they must comply with the requirements of the Data Protection Act 2018 and the General Data Protection EU Directive (GDPR). All data must be kept in line with the Trust's policies and procedures. Data includes all types of data i.e. patient, employee, financial, electronic, hard copies of printed data or handwritten data etc.
6. The post holder is responsible for data quality and complying with the policies, procedures and accountability arrangements throughout the Trust for maintaining accuracy and probity in the recording of the Trust's activities.
7. The Trust is committed to carefully screening all staff who work with children and vulnerable adults. If this applies to this post, the appointment will be subject to a satisfactory Disclosure and Barring Service disclosure (formerly the CRB disclosure) of the appropriate Level.
8. All staff will receive training on Child Protection -Safeguarding Children Policies and Procedures as part of Induction and receive refresher training appropriate to the job role; this will equip the post holder with the knowledge of what you will need to do if you have concerns about the welfare of a child/young person under aged 18.
9. Participate in an annual Appraisal and Development Review meeting and ensure you are meeting the Trust's Performance Standard for the post.
10. CUH is a smoke free campus. All employees must comply with the requirements of the No Smoking Policy and support the processes and practices in place in relation to patients and visitors
11. To uphold the Trust Values and Behaviours standard.
12. Perform any other duties that may be required from time to time.

**Every post holder can make a difference to a patient's experience. You will come across patients as you walk around the hospital; we rely on all our staff to be helpful, kind and courteous to patients, visitors and each other.**

This job description may be altered to meet changing service needs, and will be reviewed in consultation with the post holder.



# Our Trust values and behaviours

Values	Behaviours	Love to see	Expect to see	Don't want to see
<b>Safe</b> I never walk past, I always speak up	Safety	Shares lessons learned to help others to improve safety.	Always follows agreed safety and wellbeing procedures. Learns from mistakes and asks for help if they need it.	Shows a lack of focus on safety and wellbeing in their day-to-day work.
	Raising concerns	Encourages others to raise concerns about safety or attitude.	Speaks up every time standards on safety, care or dignity are not met. Welcomes feedback.	Keeps concerns to themselves, and rejects feedback about their own behaviour.
	Communication	Seeks ways to enhance understanding of information being communicated to meet people's needs.	Keeps people informed and gives clear explanations in ways people can understand.	Doesn't give people the information they need. Uses jargon inappropriately.
	Teamwork	Encourage others to contribute and demonstrates better ways of working within and across teams.	Works as part of a team. Co-operates and communicates with colleagues. Values other people's views.	Excludes others and works in isolation.
	Reassuringly professional	Is constantly aware that what they say and do affects how safe other people feel.	Is calm, patient and puts people at ease. Takes pride in their own appearance and our environment.	Passes on their negativity/stress. Is critical of other teams or colleagues in front of others. Displays unprofessional appearance.
<b>Kind</b> I always take care of the people around me	Welcoming	Goes out of their way to make people feel welcome.	Is polite, friendly, makes eye contact, smiles where appropriate and introduces themselves. 'Hello my name is...'	Ignores or avoids people. Is rude or abrupt, appears unapproachable/ moody.
	Respectful	Applies a broader understanding of the diverse needs of patients/ colleagues. Supports others to be themselves.	Treats everyone as an equal and valued individual. Acts to protect people's dignity.	Ignores people's feelings or pain. Makes people feel bullied, belittled or judged.
	Helpful	Thinks about the needs of others. Goes the 'extra mile' for other people.	Is attentive and compassionate, helps people who need help, or finds someone who can. Never walks by.	Makes people feel like a burden: 'It's not my patient / job / problem'.
	Listen	Makes time to listen to people even when busy.	Listens to people in an attentive and responsive manner.	Disinterested, dismissive or talks over people.
	Appreciate	Goes out of their way to make people feel valued for their efforts and achievements.	Encourages people's efforts. Notices when people live up to our values, says thank you.	Doesn't notice or appreciate people's efforts.
<b>Excellent</b> I'm always looking for a better way	Aiming high	Their positive attitude inspires others to achieve the highest levels of quality.	Always aims to achieve the best results.	Accepts mediocrity or moans without looking for solutions.
	Improving	Helps others to find creative solutions to problems and shares good practice.	Suggests ideas for better ways of doing things and looks for opportunities to learn.	Resists change: 'we've always done it this way'.
	Responsible	Shows enthusiasm and energy to achieve excellent results.	Takes responsibility and has a positive attitude.	Avoids responsibility. Blames or criticises others.
	Timely	Always respects the value of other people's time.	Is on time, efficient, organised and tidy. Apologises and explains if people are kept waiting.	Misses deadlines or keeps people waiting, without explanation/apology.
	Makes connections	Helps others to understand how services connect.	Thinks beyond their own job and team to make things easier for people.	Focuses on their own department needs to the detriment of the people they serve.

Together-**Safe** | **Kind** | **Excellent**

**Post Title: CCTC Deputy Operations Manager (Clinical Operations) Band: 8A  
Centre**

**Department: Cambridge Cancer Trials**

**How evidenced:** **A** = Application Form      **I** = Interview      **T** = Test

<b>Factors</b>	<b>Essential Criteria</b>	<b>How Evidenced</b>	<b>Desirable Criteria</b>	<b>How Evidenced</b>
<b>1 Qualifications</b>	1. Educated to degree level in a relevant field or current and relevant registration on NMC Register  2. Relevant postgraduate qualification  3. Evidence of Continuous Professional Development	A/I	1. Post registration qualification in oncology or haematology nursing 2. Research related qualification 3. Recent attendance on a leadership development programme	A/I
<b>2 Experience</b>	1. Substantial experience of managing a ward/unit 2. Recent substantial experience in an oncology or research setting 3. Success in working collaboratively across professions and services 4. Demonstrable success in managing change 5. Introduced evidence based practice 6. Workforce planning, recruitment and retention	A/I	1. Working within the NHS 2. Management of staff within a research environment 3. Project management 4. Experience in haematology or oncology clinical trials	A/I
<b>3 Knowledge</b>	1. Clinical & research governance 2. Importance of successful partnership working	A/I	1. Clinical practice and demonstrable knowledge of developments in clinical research policy and practice  2. Familiar with NHS SOPs and policies  3. Good understanding of how research is funded	A/I

<b>4 Skills</b>	1. Ability to lead, motivate and empower others 2. Highly developed communications skills including: inter-personal skills liaison and negotiation skills writing and presentation skills 3. Advising and influencing senior managers in relation to risk management and quality improvement 4. Budget management 5. Developing and implementing policies, guidelines and projects from initiation to completion 6. Computer literacy 7. Ability to prioritise work, meet tight deadlines and work independently	A/I		
<b>5 Additional Requirements</b>	<p>The ability to understand and behave at all times, towards patients, visitors and colleagues according to the Trust values of <b>kind, safe</b> and <b>excellent</b>. This behaviour is outlined on the final page of this person specification.</p> <p><b>The following hazards are associated with this job role:</b></p> <ul style="list-style-type: none"> <li>• DSE work</li> </ul>	A/I		



## Information for Applicants - Terms and Conditions of Employment

This information is a summary of the main terms and conditions for pay, annual leave, hours and pension that is governed by the NHS Terms and Conditions of Service Handbook.

### Pay

The advertisement provided the information about the pay band for this role. All pay bands have a minimum and maximum point with opportunity for progression to the next pay step point when a minimum length of service has been reached. This is subject to meeting expected levels of performance. For more information about Agenda for Change Pay please visit: <http://www.nhsemployers.org/your-workforce/pay-and-reward/pay/agenda-for-change-pay>

New entrants to the NHS will normally commence on the minimum point of the pay band. Only in exceptional circumstances where the employee has considerable relevant experience to the post can a higher starting salary be considered. If a current NHS employee applies for a post at a higher band they move onto the higher band receiving a promotional increase in accordance with NHS Terms and Conditions. Current NHS employees transferring on the same pay band retain the same salary.

### Pay Progression

Employees will receive progression to the next pay step point (where available) subject to meeting expected performance and compliance requirements. If you are an existing NHS employee applying for a role on the same band, progression will be awarded in accordance with the Trust's current ADR and Pay Progression policy. If you are new to the Trust or are applying for a promotion, progression will be awarded in accordance with the new national framework agreement

### Hours

Full time is 37.5 hours per week and is in accordance with the working patterns/rota patterns within the ward/department. These may be changed from time to time depending upon patient / service needs. If the post you have applied for is part time, the salary will be calculated pro rata to 37.5 hours.

If you are required to work nights/weekends/public holidays you will receive the appropriate unsocial hour's enhancements.

### Annual Leave Entitlement

This is dependent on complete years of NHS service.

Years NHS service	Annual leave entitlement per year
0-5 years completed NHS service	<b>202.5 hours</b> (based on 27 days x 7.5 hrs per day) plus public holidays (pro rata for part time)
5-10 years completed NHS service	<b>217.5 hours</b> (based on 29 days x 7.5 hrs per day) plus public holidays (pro rata for part time)
Over 10 years completed NHS service	<b>247.5 hours</b> (based on 33 days x 7.5 hrs per day) plus public holidays (pro rata for part time)

### Pension

Employees are automatically enrolled onto the NHS Pension Scheme upon commencement. There is both an employer and an employee financial contribution to the pension scheme, with the employee contribution ranging from 5% to 14.5% depending upon your salary. New employees will receive a detailed information pack on commencement. For further information about the scheme and how to opt out following commencement, please visit [www.nhsbsa.nhs.uk](http://www.nhsbsa.nhs.uk)