

Job Description

Title:	CRIU Programme Delivery Manager
Division:	Research and Development
Board/corporate function:	Corporate Functions
Band:	8b
Responsible to:	BRC Theme Operations Manager (Computational Medicine / Healthcare Engineering Theme)
Accountable to:	Chief Research Information Officer
Hours:	37.5 hours per week
Location:	UCL IHI (222 Euston Rd) and UCLH/UCL BRC (250 Euston Rd) The post holder may also be required to work at any location within the Trust

University College London Hospitals NHS Foundation Trust

University College London Hospitals NHS Foundation Trust (UCLH) is one of the most complex NHS trusts in the UK, serving a large and diverse population.

We provide academically-led acute and specialist services, to people from the local area, from throughout the United Kingdom and overseas.

Our vision is to deliver top-quality patient care, excellent education and world-class research. We provide first-class acute and specialist services across eight sites:

- University College Hospital (incorporating the Elizabeth Garrett Anderson Wing and Grafton Way Building)
- National Hospital for Neurology and Neurosurgery
- Royal National ENT and Eastman Dental Hospitals
- Royal London Hospital for Integrated Medicine
- University College Hospital Macmillan Cancer Centre
- The Hospital for Tropical Diseases

We are dedicated to the diagnosis and treatment of many complex illnesses. UCLH specialises in women's health and the treatment of cancer, infection, neurological, gastrointestinal and oral disease. It has world class support services including critical care, imaging, nuclear medicine and pathology.



UCLH is an NHS Foundation Trust comprising: University College Hospital (incorporating the Elizabeth Garrett Anderson Wing, Grafton Way Building, Macmillan Cancer Centre and University College Hospital at Westmoreland Street) Royal London Hospital for Integrated Medicine, Royal National ENT and Eastman Dental Hospitals, National Hospital for Neurology and Neurosurgery at Queen Square and Cleveland Street,

The National Institute of Health Research (NIHR) Biomedical Research Centre at UCLH/UCL is one of the UK's leaders in world-class experimental medicine and research. The BRC was recently awarded over £90M to drive a portfolio of cutting edge and internationally-acclaimed experimental medicine over the next 5 years.

A partnership between a leading NHS Trust, a leading university and the NIHR, we are a leading centre of experimental medicine across a wide range of disease and platform areas.

We have an ambitious programme of research aimed at ensuring patients benefit as quickly and as safely as possible from new scientific breakthroughs. Our work focuses in particular on research into new therapies, including novel devices; first-in-human studies; developing improvements in diagnosis, treatment selection and evaluation of response; and repurposing of therapies.

The BRC has several themes of work that reflect our particular strengths – pillars: cancer, translational neuroscience, dementia, cardiovascular disease, infection, immunopathology and immunotherapeutics, mental health, obesity, hearing health, oral health and dentistry, healthcare engineering and imaging, computational medicine, critical care and perioperative medicine, haematology and multimorbidity and inclusion health. We target our resources at funding staff engaged in experimental medicine, dedicated research facilities and capacity building through education and specialist support.

Underlying these themes are cross-cutting concerns including research data and analytics. This is jointly managed by the **Clinical Research Informatics Unit (CRIU)** and the Joint Research Office (JRO), and collaborations with UCLH Information Services and UCL Advanced Research Computing.

Established in 2017, the CRIU at UCL/UCLH aims to revolutionise the application and utility of clinical data within one of the world's foremost teaching hospitals. Occupying a pivotal role within the BRC, the CRIU endeavours to bolster both clinical and clinical informatics research at the UCLH/UCL nexus, leveraging EHR and additional data resources. In its capacity as a linchpin, the unit facilitates research teams' access to critical clinical data, thereby anchoring the data and computational research realms of the BRC, as well as the expansive clinical research portfolios nurtured by the UCLH/UCL collaboration.

LEADING ORGANISATIONS THAT MAKE UP THE UCLH/UCL BRC PARTNERSHIP

University College London Hospitals NHS Foundation Trust is one of the largest NHS Trusts in the UK and provides first class acute and specialist services both locally and to patients from throughout the UK and abroad. The state-of-the-art University College Hospital is the focal point of the Trust alongside six cutting-edge

specialist hospitals. UCLH was one of the first NHS Trusts to gain Foundation Trust status.

University College London is ranked one of the world's top 10 universities. There have been over 20 Nobel Prize winners from UCL Life and Medical Sciences staff and former students. UCL is one of the largest and most prestigious aggregations of academics in biomedicine in Europe today.

Job Purpose

The CRIU Technical Programme Manager is responsible for providing efficient and effective digital data and technology project delivery and operational support of a portfolio of projects across the CRIU, fostering collaboration across UCL / UCLH and the BRC.

You will manage / co-ordinate a small team of software developers (including direct and indirect reports) alongside the technical programme manager working with colleagues from UCLH Digital Healthcare Technology, UCL Advanced Computing Centre, Electronic Health Records, Clinical Research Data Management, and Information Governance.

You will manage multiple project plans, in partnership with subject matter experts (SMEs) within the organisation.

You will continuously drive excellence in program management fundamentals to continually build our shared best-practices. These projects will be delivered with care and attention to research, data, and organisational governance.

A solid foundation in technical programme delivery, research informatics, data management, is vital, complemented by distinguished leadership and communication faculties, pivotal in fostering collaborative endeavours with a diverse range of stakeholders. You should have experience in project management, and ideally have worked in agile project delivery for software and data engineering teams. Working on healthcare related projects is desirable but not essential.

You will work with key teams across UCLH, UCL and the BRC leadership team to cross cutting data and NIHR core objectives.

You will take the lead on specific projects and initiatives for the CRIU as agreed with the CRIO and the BRC Theme Operations Manager and other key stakeholders and will line manage a team of technical experts.

Key Working Relationships

You will work in partnership with the (CRIU) Technical Programme Manager and support a cross UCL/UCLH/BRC panel including the Chief Research Information Officer, the BRC Computational Medicine/Health Care Engineering Theme

Operations Manager, and senior trust leadership in Technology and Information. In addition, other JRO leadership, UCL Advanced Research Computing Centre (ARCC), UCLH Clinical and Research Data Management team (CRDM), UCLH Digital Healthcare Team (DHCT), Digital Innovation Hub, EHRs team plus other BRC Theme Leads and all other research active staff in themes, UCLH and UCL Management finance and administrative staff who interface with the CRIU.

Key Results Areas

You will support the management of the CRIU ensuring the provision of modern, efficient and high-quality services.

You will be on the front lines of health data science, working side-by-side with UCL, UCLH and the wider academic community delivering an infrastructure that enables data for research, innovation and improvement.

- Foster collaborations to establish a leading example of academic and NHS partnership, driving innovation and research through well-defined data products.
- Facilitate effective communication and collaboration between SMEs from academic and NHS sectors to prioritise feedback and actionable intelligence for the BRC.
- Maintain a strong alliance with research and information governance teams to ensure compliance with legal and ethical standards.

SERVICE DEVELOPMENT AND DELIVERY

- Lead project delivery within UCL/UCLH BRC Clinical Research Informatics Unit, overseeing resource allocation and utilisation. This will include creating project plans which will require monitoring and adjusting as new research priorities emerge.
- Coordination of operational management support systems, establishing synergistic work practices with UCLH and UCL staff.
- Foster a positive team environment through mentorship, engagement initiatives, and promoting exceptional customer service.
- Conduct regular meetings with senior personnel to align work priorities, identify training needs, and evaluate performance of project staff.
- Contribute to the efficient functioning of the CRIU, ensuring preparation of agendas, papers, and minutes for key meetings.
- Lead and responsibility for creating standard operating procedures for delivery of projects related to data access
- Ensure adherence to BRC Standard Operating Procedures and report regularly on operational progress and impact.
- Maintain adaptability and flexibility, thriving in a fast-paced, entrepreneurial culture with a service-oriented mindset.
- Analyse a range of options for technical solutions and make recommendations to the organisation on the best way forward. Due to the technical context in which this post holder operates this will require analysing highly complex facts.

- Work with the Information Governance team to ensure that any applicable data policies are adhered to.

STRATEGY

- Develop a deep understanding of local issues and challenges at UCLH and UCL, actively contributing to the CRIU and BRC's strategic goals.
- Understands national health policy and strategic digital/data goals, considering how these should be interpreted and implemented at UCLH
- Develop strategies for project management to be introduced.
- Contribute to clear governance mechanisms to monitor the impact and service of data sharing initiatives, ensuring adherence to best practices for research and innovation processes.

FINANCIAL MANAGEMENT

- Work with the BRC Theme Operations Manager to manage relevant financial procedures / budgets
- Responsible for managing budgets on specific projects

GENERAL MANAGEMENT

- Coordination for the Software Engineering team within CRIU alongside the technical programme manager.
- Responsible for implementing policy within the team, and ensuring direct reports follow Trust policies as appropriate.
- Provide direction and support to a small team including technical specialists and software engineers fostering an open and inclusive style of management, encouraging team working and good working relationships.
- Work in partnership with colleagues of the BRC, UCL and UCLH, to ensure a coordinated approach to operational management.
- Ensure that all staff understand and work towards performance targets in all areas including; activity, finance, HR, governance and the BRC's strategic agenda. Where targets are not being met this will include having difficult conversations with staff members to help resolve any performance concerns.
- Foster a sense of team identity, common purpose and shared values in pursuit of the CRIU, BRC and Trust goals and organisational objectives.
- Implement and support a zero-tolerance approach to bullying and harassment in all forms and lead by example in this area.
- Ensure that staff management arrangements are consistent with HR policies and procedures within the Trust and ensure that good practice in recruitment, appraisal, performance management and other policies are maintained.
- Due to the wide-ranging nature of this post specific service objectives will be agreed with the post-holder on a regular basis, at least every 6 months.
- Responsible for authorising and signing off any relevant expenses for the immediate team.

- Undertake surveys or audits as required if targets are not being met.

COMMUNICATION

- Develop and maintain strong working relationships with internal stakeholders, industry contacts, and regulatory authorities.
- Utilise excellent communication and negotiation skills to facilitate effective change management across all levels of stakeholders.
- Collaborate with regional data-driven teams to enhance the value of data sharing for research and innovation initiatives.
- Communicate highly complex information, including technical information to large groups of staff. This will include all seniority levels of the organisation, and presenting information to individuals who do not have specific technical knowledge.
- The post holder will need to be able to communicate with technical teams and communicate key messages back to the organisation in a way that is easily understood by non-experts.

Information

- Able to use technical software create complex technical diagrams of process pipelines
- Use of tools such as GitHub for technical project management

Other

The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

You will be expected to actively participate in annual appraisals and set objectives in conjunction with your manager. Performance will be monitored against set objectives.

Our Vision and Values

The Trust is committed to delivering top quality patient care, excellent education and world-class research.

We deliver our vision through [values](#) to describe how we serve patients, their families and how we are with colleagues in the Trust and beyond.

We put your [safety](#) and wellbeing above everything

Deliver the best outcomes	Keep people safe	Reassuringly professional	Take personal responsibility
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We offer you the [kindness](#) we would want for a loved one

Respect individuals	Friendly and courteous	Attentive and helpful	Protect your dignity
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We achieve through **teamwork**

Listen and hear	Explain and involve	Work in partnership	Respect everyone's time
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We strive to keep **improving**

Courage to give and receive feedback	Efficient and simplified	Develop through learning	Innovate and research
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Person Specification

A= Application I= Interview R= References T/P = Test/Presentation

Post: CRIU Programme Delivery Manager

Division:

Research and Development

REQUIREMENTS	HOW WILL CRITERIA BE ASSESSED? APPLICATION / TEST / INTERVIEW / REFERENCES				
	ESSENTIAL / DESIRABLE*	A	T	I	R
<u>Knowledge & Qualifications</u>					
Masters level qualification and/or appropriate professional qualification or equivalent in a scientific discipline.	E	X		X	
Good understanding of running technical projects in the digital data and technology space	E	X		X	
Experience with stakeholder engagement, scope analysis, feasibility assessment, requirements specification, and software delivery/implementation	E	X		X	

Good understanding of health informatics / within a healthcare setting	D	X		X	
Good understanding of analytics in a healthcare environment for research and innovation	D	X		X	
Good understanding of software development in a healthcare environment for research and innovation	D	X		X	
Good understanding of electronic health records	D	X		X	
<u>Experience</u>		X			
Substantial relevant experience of managing complex technical projects in digital data and technology space	E	X		X	X
Experience of leading and supervising a team	E	X		X	X
Some understanding of biomedical scientific terms/ability to formulate documents that include scientific detail	D	X		X	X
Strong understanding of the clinical informatics environment	D	X		X	X
<u>Skills & Abilities</u>					
Excellent communication skills, including ability to communicate effectively with a wide-ranging audience.	E	X		X	
Ability to meet deadlines and complete tasks within agreed time scales.	E			X	
Sound understanding of the issues affecting the Disciplines involved in this service area	E	X		X	
Project management skills; Track record of working closely with agile and diverse engineering teams	E	X		X	
Excellent negotiation and persuasion skills	E	X		X	
Demonstrate a strong understanding of data access for research	D	X		X	
Detailed knowledge and understanding of NHS targets and other topical NHS issues	D	X		X	
A clear understanding of the components of Clinical Governance and how these contribute to an integrated and quality driven service	D			X	

Experience in using project management tools such as GitHub, Slack etc	D	X		X	
<u>Personal Qualities</u>					
Evidence of political awareness and sensitivity to the high profile of the Directorate and the Trust	E			X	
Demonstrate a strong understanding of data access for research issues	D	X		X	
<u>Other requirements, including:</u>					
Demonstrate a commitment to professional development of self and others	E	X		X	
Knowledge of equalities issues and strong commitment to the promotion of equality in employment.	E	X		X	
An ability to demonstrate in-depth knowledge of current thinking and policy affecting health and public sector.	D	X		X	