

JOB DESCRIPTION

JOB DETAILS	
Job Title	Research and Development Operations Director
Reports to	Research and Development Director
Band	<i>8c – subject to consistency checking</i>
Department/Directorate	Research & Development

JOB PURPOSE
<p>The Research and Development (R&D) Directorate provides the strategic, operational, developmental and governance and oversight function for the Trusts research activity. The Trust provides acute, community and general practice services to 615k people over 2,000 square miles of Devon which includes two acute hospitals. As a research-led organisation, the Trust recruits approximately 5,000 new patients a year to commercial and non-commercial trials and studies. The R&D Directorate also provides a research sponsorship service to support our own staff to develop grant applications and deliver their own research locally and nationally. There is also a comprehensive programme of staff development to provide research leadership skills.</p> <p>Royal Devon also hosts two large NIHR infrastructure grants on behalf of the region including the NIHR Regional Research Delivery Network (RRDN SWP) and the NIHR Peninsula Applied Research Collaboration (PenARC). In collaboration with the University of Exeter, with whom the Trust also has a Joint Research Office (JRO), the Trusts hosts an NIHR Biomedical Research Centre (BRC) a Healthtech Research centre (HRC) and a Clinical Research Facility (CRF) which provide multi-million pounds of infrastructure funding annually.</p> <p>The Director of R&D Operations role is pivotal to ensuring the Trusts realises its research ambitions, this post is supported by close partnership working with the Trusts Clinical R&D Director and Associate Clinical R&D Directors and the Chief Research Information Officer to take forward and develop Royal Devon's ambitious strategy.</p> <p>The Director of R&D Operations will be responsible for the strategic and operational management of the Trusts R&D Directorate which covers all Royal Devon staff and sites and includes commercial and non-commercial research activity as well as project specific and infrastructure grant development and delivery and the exploitation of Intellectual Property within the NHS, for the benefits of improved patient care and income generation.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>The post holder will be responsible for compiling business plans, developing strategy in order to achieve the Trusts research aims, ensuring implementation and achievement of performance targets and strategic objectives. The post holder will contribute to the Trusts corporate policies and strategy, in particular those relating to research activity.</p> <p>As a senior leader, the post holder will provide leadership, expert knowledge, negotiating ability and strong analytical skills in addition to communicating complex clinical research issues to a range of internal and external researchers, clinicians, senior managers and executives. They will provide line management to senior R&D staff as well as contributing strategically to the development of research skills for the Trusts workforce.</p> <p>The post holder will provide budgetary management for the research income provided to the Trust including direct responsibility for the Trusts own research funding. R&D is entirely externally funded from multiple NIHR and other non-commercial sources as well as from commercial contracts. Maximising potential income is therefore a key aspect of this role.</p> <p>The postholder will also work with the R&D Director to support the Host oversight of the current NIHR infrastructure contracts which currently include the NIHR ARC, BRC, CRF, HRC and RRDN.</p>

This role will ensure effective systems of research management and governance are in place to protect the interests of participants and compliance with internal and external regulatory and good practice requirements. The post holder will also provide expert advice and support to researchers, NHS staff and other interested parties. There is a requirement to ensure that all research is accounted for, subject to full cost recovery and sound contractual agreements.

The post holder will be expected to attend regional and national research meetings as well as deputising for the R&D Director to represent the interests of the Trust.

KEY WORKING RELATIONSHIPS

Areas of Responsibility: R&D Strategic and Operational Management

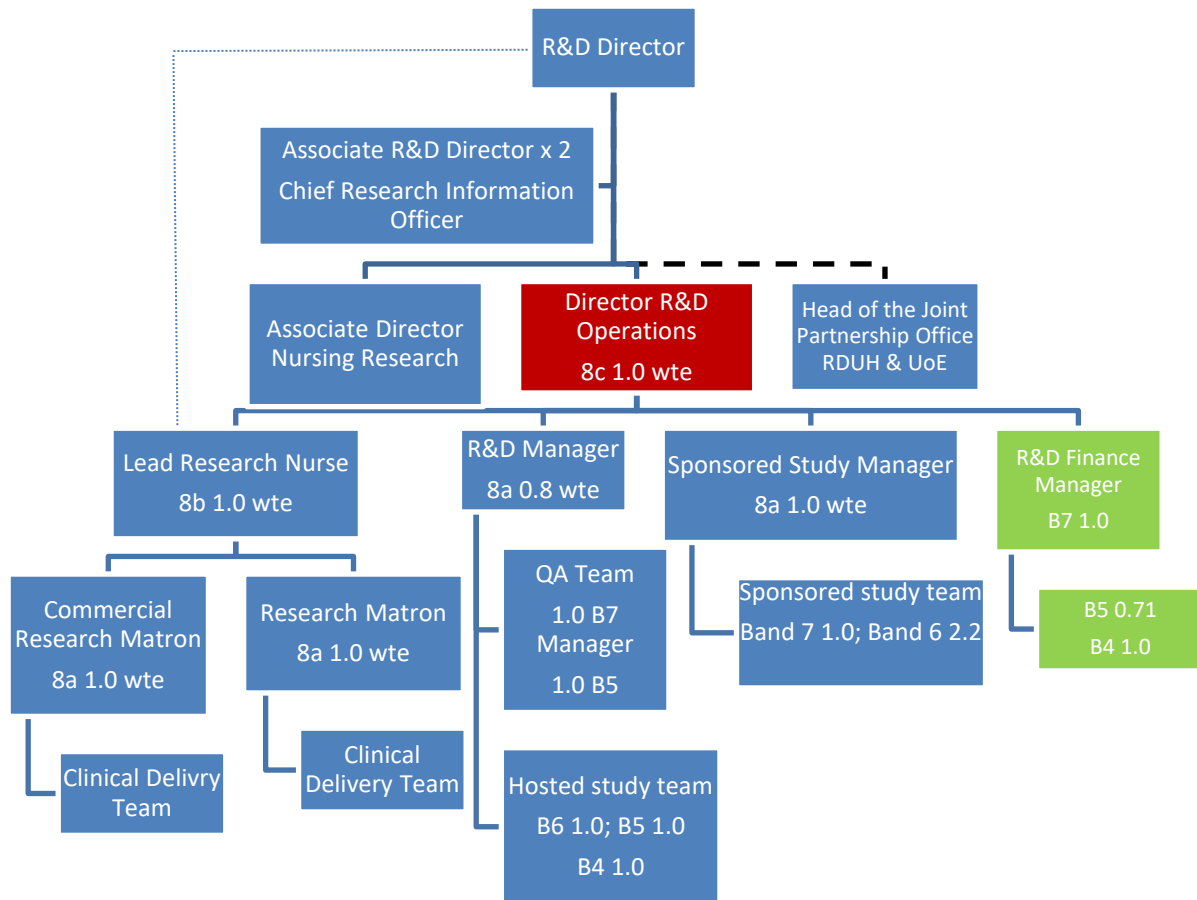
No. of Staff reporting to this role: 4

The post holder is required to deal effectively with staff of all levels throughout the Trust, wider healthcare community, external organisations and the public. This will include verbal, written and electronic media. In addition, the post holder will deal with the wider healthcare community, external organisations and the public.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Director of Research & Development • Chief Medical Officer (Digital and Research) • Associate Directors of Research & Development • Chief Research Information Officer • Head of the Joint Partnership Office • Lead Research Nurse • R&D Manager • Sponsored Study Manager • R&D Management Accountant • Chief/Principal Investigators • Care Group Directors 	<ul style="list-style-type: none"> • University of Exeter • Other HEIs • Clinical Directors and COOs for NIHR ARC, BRC, CRF, HRC and RRDN • Life Sciences Companies • Key NHS Trust and General Practice partners

ORGANISATIONAL CHART



FREEDOM TO ACT

With the specialised expertise and leadership that this role requires, the post-holder will have considerable freedom to act, with regular liaison with the Director of R&D.

This role requires specialist expertise and leadership as whilst guided by organisational and external regulation in relation to research conduct, the post holder will need to establish the way in which these should be interpreted based on own interpretation of these policies, and providing advice to the organisation on how these should be interpreted.

The post holder will have the freedom to initiate action within broad policies, seeking advice as necessary from the R&D Director.

COMMUNICATION/RELATIONSHIP SKILLS

Provides and receives highly complex information across the breadth of R&D activity. This includes being able to review complex research protocols to determine Trust capacity and capability to deliver that research as well as writing grant proposals for research capital projects or infrastructure grants, these will be high value and require complex coordination across the Trusts care groups, corporate services and University partners.

The postholder will receive and manage sensitive and contentious information for example in relation to research funding, the withdrawal of funding and the distribution of limited resource across the Trust

which will be communicated to staff across care groups, the Trust board and external partners including patients and the public.

The postholder will be required to use negotiation and diplomacy skills to present complex, sensitive or contentious information to large groups which will include communicating in hostile and antagonistic atmospheres. For example, in relation to research delivery performance to ensure compliance with performance targets and strategic objectives at Trust care group level or with the key strategic partner University of Exeter.

Communicates service-related information to senior managers, staff, external agencies using excellent negotiating, persuasive, motivational, reassurance skills and gives formal presentations including to the Trust Board and Joint Strategic Partnership Board of the University of Exeter and the Trust

Works with senior leaders to create a culture that promotes research across all professional groups in the Trust.

Ensures the development of effective partnerships with local and national academic institutions and life sciences partners.

Provide expert knowledge to the R&D Steering Group and reports/presentation (often contentious) to the Trust Leadership Group (TLG), as appropriate.

Support the Trust to ensure research is embedded in care delivery by communicating with care group and service line managers and directors as well as executives.

ANALYTICAL/JUDGEMENTAL SKILLS

Undertake analysis of the Trust's performance in R&D, developing an integrated approach using research and information analysis in order to inform the Trusts overall strategy.

Reconciles inter and intra professional differences of opinion and makes judgements on highly complex issues for example interpretation of the Medicines for Human Use (Clinical Trials) (Amendment) Regulations 2024.

Review highly complex research proposals to support the development of staff led research.

Review commercial and non-commercial complex clinical research trial protocols to support the delivery of research.

Ensure that expertise is seen as a resource within and outside the Trust and form working partnerships with key external stakeholders.

Assimilates highly complex facts e.g. research finance, clinical and other data and interprets them to provide a comparison of a range of options developing business plans in support of the Trusts research strategy. This will include triangulating and manipulating data such as participant recruitment and funding investment to provide advice about return on investment and ongoing investment.

Provide reports on performance and impact of research including leading on the R&D contribution to the Quality Account and Trusts annual report.

As a subject matter expert in research programme development and delivery, ensure the provision of a high quality and timely sponsorship and hosted study service to the Trust's clinical researchers, providing expert support and advice for the development of research grants and the delivery of research projects.

Ensure R&D meet agreed national standards in relation to research delivery and that where this is not the case, it is identified with proposed actions to resolve the issue.

PLANNING/ORGANISATIONAL SKILLS

Develop annual and ad hoc business plans in support of the Trusts ambitious research ambition.

Work with the R&D Director to develop and deliver the Trusts research strategy and contribute to other Trust strategies where research would facilitate delivery.

Formulate long term strategic plans, to continually develop research capacity and capability ensuring the R&D Team are able to provide a comprehensive sponsorship service and a breadth of commercial and non-commercial activity across all specialties taking account of the fluctuations in availability of research income across financial years.

Ensure the Trust has the capacity to support staff of all professions to develop their own research

Play a key role in supporting the development of the Trusts strategic plans in relation to research development and delivery

Develop an environment to support training and career progression to foster staff development and retention and attract a high calibre research workforce to the Trust.

Ensure the set-up and delivery of all clinical trials and studies meets contractual expectations and leverages additional good performance funding. This includes ensuring that clinical trials achieve their relevant milestones. Note: This is not a responsibility to deliver clinical trials directly.

PATIENT/CLIENT CARE

Incidental contact with patients and their carers for example in relation to complaints or dealing with queries.

Ensure errors, complaints and incidents are managed within the Trust's guidelines.

Ensure the proactive management of a directorate risk register and the plan to address deficiencies.

POLICY/SERVICE DEVELOPMENT

Ensure the Trust's R&D policy and SOPs, which all Trust staff must comply with, whichever care group and department they are employed within, remain current at all times and reflect any changes in national regulation or UK good clinical research practice.

Contribute to other Trust policy where research activity is a factor, for example Medicines Management and New Clinical Procedures.

Represent the Trust externally at regional and national research meetings to support the wider development and implementation of research strategy and policy.

Develop, implement and evaluate strategies to foster patient and public involvement and engagement with research development and delivery.

Support the R&D Director in the strategic development of research and development within the Trust. Lead on future planning, including workforce plans, skills and education activities, and other resource requirements (e.g. pharmacy capacities, imaging capacities etc) to ensure that the service is fit for future programmes.

Promote awareness of research activity within the Trust and seek opportunities for collaboration wherever appropriate including but not limited to life sciences partners, NIHR Infrastructure and HEI relationships, in particular the University of Exeter.

Direct operational management teams within the Trust in implementing the R&D strategy, providing expert support and advice on specific policy, strategy, funding and governance issues.

Ensure research governance systems and processes, safety and risk frameworks and their requirements in relation to research are understood and implemented throughout the organisation to ensure research participants receive safe research care.

Monitor the quality of research practise across the Trust and ensure changes to practise are introduced and monitored where appropriate to ensure research participants have safe care and excellent patient experience.

FINANCIAL/PHYSICAL RESOURCES

Provide comprehensive oversight and management of complex, multifaceted business orientated finances which extend across every care group and support service in the Trust, along with multiple external sponsors and stakeholders setting the directorate's budget with the R&D Director and taking responsibility for robust income projection and reconciliation.

Work in close collaboration with the R&D Director to capitalise on opportunity to realise considerable capacity building funds through research income seeking to maximise research income from commercial and non-commercial sources to invest in providing further opportunities to provide benefit from research

Manage Trust R&D directorate pay and non-pay budgets to ensure they remain within the available resources, taking corrective action as required.

Identify future resourcing requirements and ensure that the directorate meets its contractual and other requirements, e.g. NIHR RRDN KPIs

Maintain a comprehensive understanding of the regional and national income sources to support research proactively seeking opportunity and leading on grant applications.

With the R&D Director ensure the Trusts hosted NIHR infrastructures comply with finance management and reporting requirements as set out in their NIHR contracts ensuring the Trusts own SOPs support robust contract oversight.

Support the development of NIHR infrastructure grants.

HUMAN RESOURCES

Accountable for the direct line management of the R&D Senior Management and Finance Teams and, through them, for all staff employed within the R&D department.

Continually review the directorates skill mix to meet service needs and professional standards implementing change management for new requirements.

Work closely with internal and key external stakeholders to ensure appropriate skills training is available to the Trusts workforce to ensure they have the research knowledge and skills to develop and deliver clinical research.

Foster a culture of lifelong learning, to include provision for post-registration education, continuing professional education/development and vocational training of staff within R&D.

Support and promote high quality and timely education and training to support Trust staff to develop research development and delivery skills.

INFORMATION RESOURCES

In close collaboration with the Chief Research Information Officer, ensure digital systems and AI support the swift set up and delivery of clinical research identifying new digital enablement as it becomes available to ensure the Trust becomes an early adopter of new technology.

Ensure the research management system 'EDGE' is effectively utilised and further developed to ensure the timely and accurate management and reporting of R&D activity and performance for internal and external purposes and to ensure the system effectively supports R&D processes for example trial set up.

Ensure teams have access to information systems that support clinical research delivery and trial management for example that capability within the EPIC 'research' and clinical modules is developed to enable teams to identify potential research participants and enable direct to patient contact.

Ensure the provision of clinical trial/research information/data for the compilation of internal and annual/statutory reports to the Department of Health, the NIHR and any other appropriate bodies, ensuring action is taken within the Trust on feedback as appropriate.

Ensure systems are in place to maintain a register of all research activity across the organisation.

Responsible for ensuring systems and processes within the R&D Directorate ensure all research complies with Trust policies as well as meeting the required standards of UK regulation and good practice guidelines in relation to research.

The postholder will provide reports at least two to three times a month to internal governance meetings as well as to external partners. This will include statistical data involving the triangulation and manipulation of data such as participant recruitment and use of resources to underpin decisions about future funding or current performance and factors which may be affecting this.

Lead on writing grant applications for NIHR capital and other similar calls for the Trust e.g. to secure buildings or equipment, and oversee the delivery of these including providing impact case examples and other reports.

RESEARCH AND DEVELOPMENT

The postholder will be required to undertake specific research into the ability to adopt new and emerging methodologies.

Research and understand best practice research and development programme management and benefits realisation methodologies, to ensure the Trust maximises research and development opportunities.

Responsible for commissioning internal audits into key areas of compliance within the programmes, setting terms of reference, supporting the data gathering and agreeing the actions.

PHYSICAL SKILLS

Standard keyboard skills, including but not limited to Microsoft word and excel and use of IT equipment and Trust systems.

PHYSICAL EFFORT

Office based post with a combination of sitting, standing, walking, light physical effort, e.g. frequent requirement to sit at display screen equipment.

MENTAL EFFORT

This role provides senior leadership in support of the Trusts ambitious research strategy, across all Trusts sites and therapeutic areas. There is close working with internal and external stakeholders including commercial partners. As such there are competing demands and tight deadlines, for example limited time to respond to and apply for external grant applications.

There is a frequent need for concentration to investigate problems, for example poor research delivery and breaches to research protocols. Analysis of performance data is frequently required for example for report writing, grant applications and to move resources to ensure delivery. There are frequent interruptions which require immediate response for example to respond to an internal Executive or external DH request.

EMOTIONAL EFFORT

There is an occasional need to impart unwelcome news which can cause distress or emotional responses, for example where targets are not being met, where funds will not be provided to support the opening of a trial a Consultant colleague wishes to open or where research grants are not refunded and teams need to be disbanded.

The postholder will be frequently required to have difficult performance conversations with workstream leads to ensure milestones are met.

The postholder will at times be required to complete tasks which are emotionally demanding and require an empathetic and compassionate response, for example team delivery under deadline pressure and values-led leadership.

There will be circumstances where the post holder has to impart unwelcome, contentious or difficult news about performance, investigations or unachieved outcomes.

WORKING CONDITIONS

Office conditions, uses display screen equipment for substantial proportion of the day. Exposure to unpleasant conditions is rare.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Research and Development Operations Director
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Requirements	Essential	Desirable
<p>QUALIFICATION/ SPECIAL TRAINING</p> <p>Educated to a minimum of Master’s Degree level (or equivalent qualification or level of experience) and additional in-depth professional knowledge in a number of disciplines, e.g. research programme management, strategy and, organisational development related to research acquired through training and experience over an extended period.</p> <p>Evidence of management and leadership development geared towards senior posts</p> <p>Professional registration – whilst a clinical background is useful it is not essential</p>	<p>E</p> <p>E</p>	<p>D</p>
<p>KNOWLEDGE/SKILLS</p> <p>Knowledge of research governance and quality assurance and the requirements of UK regulation and good research practice guidelines relating to research including ICH GCP, the MHRA and HRA</p> <p>Knowledge of the funding streams which support health and care research including NIHR, Charity and Life Sciences</p> <p>Knowledge and understanding of key NHS issues, including local policy drivers that are complex and highly politicised.</p> <p>Strong commercial and business acumen and judgement, understanding the need for efficient services and the impact of operational efficiencies on financial performance, the patient experience and staff motivation and morale.</p> <p>Knowledge and experience of patient safety by assessing and managing risk.</p> <p>Knowledge and understanding of ethical issues relating to clinical trials/research acquired through experience.</p> <p>Sound knowledge of the research process and research methods applicable to health settings.</p> <p>Problem solving skills and ability to respond to sudden unexpected demands, analyse complex facts and situations and develop a range of options.</p> <p>Able to prioritise workload to respond to the changing demands of the service</p> <p>Excellent written and verbal communication skills and ability to communicate with all levels of internal and external stakeholders</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	

In depth knowledge of budget setting practice, budget report production and financial forecasting.	E	
Excellent communication skills including ability to negotiate, influence, contribute and challenge at a senior level to discussions around research.	E	
EXPERIENCE		
Experience of undertaking work requiring intense concentration in unpredictable circumstances with frequent interruptions.	E	
Experience of interpreting organisational and national strategic policies in relation to research and applying these within own area of influence and advising organisations on how these should be interpreted.	E	
Proven experience of working at a senior, strategic level in clinical or biomedical research, audit, monitoring and inspection preferably in an NHS organisation or in an academic or commercial environment.	E	
Previous experience of financial management to meet agreed targets across a complex budget.	E	
Experience of working in planning and reporting across multiple complex functions including under pressure and to tight and often changing deadlines.	E	
Extensive experience of leading and managing a team	E	
Experience of liaising with colleagues at all levels in the NHS as well as working across the healthcare system and with academic institutions and wider industry	E	
PERSONAL REQUIREMENTS		
Motivational leader with ability to understand and explain complex facts and make required changes to deliver innovation and change across a busy complex NHS provider.	E	
Able to work and perform under pressure to deliver for the Trust and key partners.	E	
OTHER REQUIREMENTS		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
Committed to further professional development	E	
Ability and willingness to work across multiple sites	E	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m ³)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s ²)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	N				
Mental Effort	Y				X
Emotional Effort	Y		X		
Working in isolation	N				
Challenging behaviour	Y			X	