

JOB DESCRIPTION

JOB DETAILS	
Job Title	Study Participation Inclusion Senior Manager
Reports to	Head of Strategy, Engagement and Inclusion
Band	Band 8a
Department/Directorate	Research & Development
Base	The contractual base can be either Truro, Plymouth, Exeter or Taunton, with regular travel to local and regional offices required
Accountable for:	Study Participation Inclusion Manager 7; Study Participation Inclusion Manager (NHSE – regional) 7; Research Participation and Inclusion Facilitator 6

JOB PURPOSE
<p>The Study Participation Inclusion Senior Manager is responsible for leading, developing and coordinating Research Inclusion, public-focused stakeholder engagement, and public engagement programmes across the NIHR Regional Research Delivery Network (RRDN) region. This includes active contribution to national strategy development, data collection, assessment and reporting of under-served communities projects and financial reporting as required. This role is responsible for building trust with community based and public-led organisations, championing of the public voice and embedding research participation and inclusion initiatives across RRDN services.</p> <p>This role will have responsibility for coordinating and delivering regional responses to key NIHR Research Delivery Network (RDN) strategies, ensuring regional engagement and inclusion opportunities are considered synergistically and optimised for delivery in collaboration with key stakeholders. This role will be pivotal in leading a consistent approach to the engagement of research participants and wider communities in line with the vision of the RDN and will provide intelligence to support the strategic development and continuous improvement of RDN services. This role will have the opportunity to support work at national and superregional level to ensure the function of a single RDN organisation.</p> <p>This role will provide operational management of the Study Participation Inclusion function within the RRDN (i.e. stakeholder engagement, public engagement, digital engagement, and RI), which will work alongside the Public Engagement and the People and Inclusion functions within the RDN Coordinating Centre (RDNCC). This joint function will support the NIHR wide RI strategy at a national and regional level to make equality, diversity and inclusion (EDI) central to the RDN and its entire people framework through an approach of active listening and learning from the communities served. This role will also have key relationships with the Strategic Development, Workforce and People, and Communications functions within the RRDN.</p> <p>This role will line manage the Study Participation Inclusion Manager (RRDN), Study Participation Inclusion Manager (NHSE-regional) and the Research Participation and Inclusion Facilitator. Line management of staff members will include undertaking staff reviews to identify training and development needs, and establishing how those needs will be met, and managing performance against agreed objectives. The postholder will ensure the same review processes take place for all staff with the defined function via appropriate line management arrangements and that skills and capabilities exist to meet current and future business needs.</p>
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
STRATEGIC LEADERSHIP

- Support the development of regional implementation plans for the delivery of national strategies, such as a 3 year strategic plan for Research Inclusion and a 5-year Patient and Patient Involvement and Engagement (PPIE) strategy at the RDN, that align with wider NIHR strategies
- Seek new and innovative ways to increase research capacity and capability through stakeholder engagement and horizon scanning
- Provide multifaceted intelligence into RDN via the Strategic Development function
- Actively deputise for the Head of Strategy, Engagement and Inclusion as needed, both regionally and nationally
- Promote vision, structure and strategic expertise to co-align and deliver inclusive engagement strategies
- Provide leadership and strategic oversight within the RRDN team
- Support the provision of strategic intelligence to developing capacity and capability within the system
- Contribute to the development, implementation and review of RDN strategy
- Motivate and inspire teams by being a visible leader and acting as a role model for others
- Act as an ambassador for the RDN
- Provide strategic expertise and consultancy for PPIE and inclusion workstreams as part of the RDN

OPERATIONAL MANAGEMENT

- Line manage staff members, which will include undertaking staff reviews to identify training and development needs, and establishing how those needs will be met, and managing performance against agreed objectives
- Ensure adherence to all RDN approaches and frameworks, and employers policies by all staff in the Study Participation Inclusion function
- Provide operational activities in support of the Strategic Development, Communications and Study Participation Inclusion (i.e. stakeholder engagement, public engagement and Inclusion) functions within the RRDN
- Undertake stakeholder engagement work, manage relationships with senior level partners, and liaise with colleagues on NHS engagement, specialties, services and NIHR external affairs
- Champions RDN services and develop these in partnership with stakeholders and users
- Liaise with colleagues across NIHR to ensure alignment of NIHR services

PERFORMANCE MANAGEMENT

- Actively engage with and advise on opportunities for enhanced delivery of the NIHR Portfolio, ensuring equity of access to research across settings, specialties and communities
- Manage engagement/requests from stakeholders and RDN to assist with troubleshooting study and portfolio performance
- Regularly compare and collate information to identify strengths and weaknesses between research sites to support them through relevant improvement and efficiency driving measures

KEY WORKING RELATIONSHIPS

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis

In addition, the post holder will deal with the wider healthcare community, external organisations and the public.

This will include verbal, written and electronic media.

Of particular importance are working relationships with:

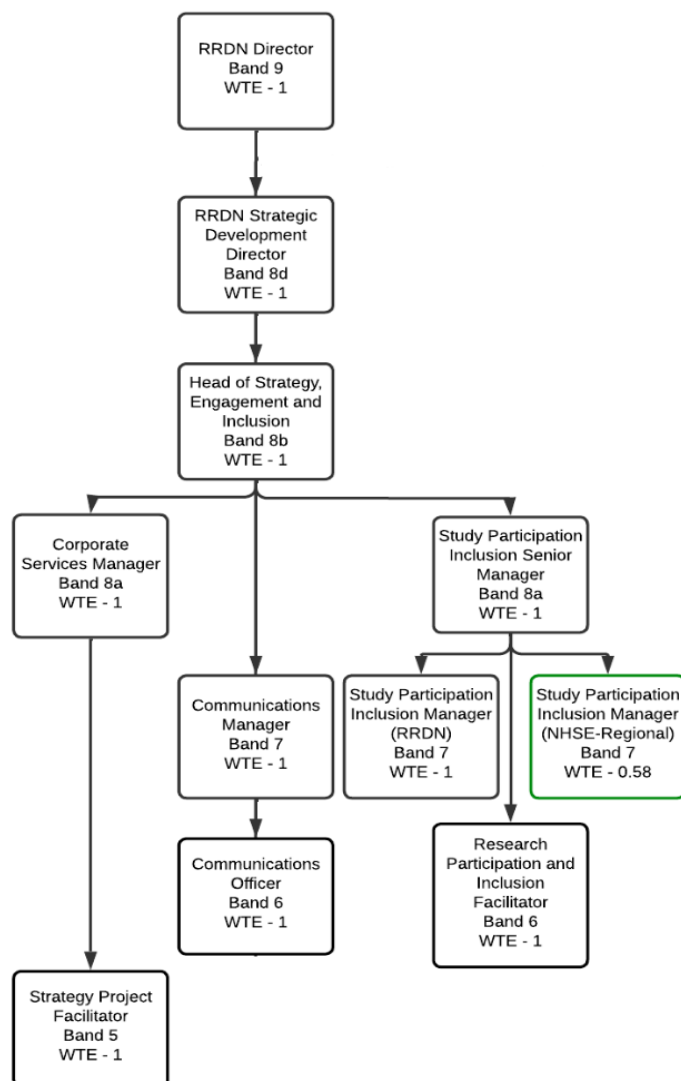
- RRDN Strategic Development Director
- Head of Strategy, Engagement and Inclusion
- Study Participation Inclusion Manager (RRDN)
- Study Participation Inclusion Manager (NHSE-regional)
- Workforce and People Senior Manager
- Communications Manager
- Data and Analytics team

- RDN Study Participation Inclusion Senior Managers
- Senior leaders within Public Engagement, People and Inclusion, Workforce and Organisational Development, and Digital Engagement (RDNCC)
- NIHR Research Inclusion team and leads within other NIHR Organisations
- Leaders within the RRDN region for other NIHR infrastructure and entities, Integrated Care Boards (ICBs)/Integrated Care Systems (ICSs), NHS Trusts, Primary Care providers, Universities, Local authorities, community based and other providers of health and social care services

Direct Reports:

- Study Participation Inclusion Manager (RRDN)
- Study Participation Inclusion Manager (NHSE-regional)
- Study Participation Inclusion Facilitator

ORGANISATIONAL CHART



FREEDOM TO ACT

- The post holder will work autonomously within general policies and procedures guided by national policy and regulations and the Trust's own policies in relation to ensuring the delivery of the RRDN.
- The post holder will ensure national policy is reflected in the RRDN business processes.

- Through values and behaviours, embed a consistent approach to engagement, Research Inclusion and PPIE throughout RDN functions and services

COMMUNICATION/RELATIONSHIP SKILLS & STAKEHOLDER MANAGEMENT

- Lead communications and public engagement activities within the RRDN, providing line management and developmental support to the team as needed
- Identify, establish and maintain working relationships with the relevant stakeholders and partners e.g. Clinical Trials Units, RSSs, Trust and regional R&D Directorates, commissioning bodies, ICS, NHSE, NIHR infrastructure, patients, carers and the public and other relevant groups/individuals and provide a communication infrastructure for the RDN supported trials and support services
- Provide operational support to ensure the positive reputation of the RDN and NIHR and escalate any reputational issues as needed

CORPORATE GOVERNANCE

- Support emerging capacity opportunities and scope existing governance arrangements of new sites, liaising with the Study Support Service and Agile Research Delivery Team to ensure appropriate support and training is provided

BUSINESS PLANNING/ORGANISATIONAL SKILLS

- Contribute to annual planning and reporting
- Seek key innovative opportunities for increasing capacity across the RDN

PATIENT/CLIENT CARE/PUBLIC INFORM/INFLUENCE DELIVERY OF RDN STRATEGY

- Actively contribute to continuous improvement activities across engagement, Research Inclusion and PPIE
- Support the delivery of RDN strategies for PPIE and RI
- Provide support to cross-NIHR national projects as part of the NIHR PPIE Strategic Commitments and UK Standards for Public Involvement
- Demonstrate a comprehensive understanding of the methods appropriate for measuring and reporting regional participant, carer and public impact on the research landscape
- Engage a broad group of stakeholders in the strategic planning of regional services based on the prioritisation of participant need and site-level feedback
- Support a community of RDN Public Partners to seek out opportunities to champion the public voice across RDN services and be actively involved in RDN strategy development and delivery
- Demonstrate a comprehensive understanding of key inclusion and PPIE values and principles that underpin national strategies
- Provide key intelligence to assist in the meaningful and valued engagement with under-served communities and marginalised populations through strategic level stakeholder engagement and mapping, contributing insights to actively avoid duplication and optimise continuous improvement and prioritisation of services

POLICY/SERVICE DEVELOPMENT

- Leadership and active engagement in continuous improvement activities across the RRDN and sharing best practice development across the RDN

LIFE SCIENCES INDUSTRY

- Actively support the Life Sciences teams and Study Support Service in promoting new sites and those with increased capacity to stakeholders and customers
- Champion RDN Life Science Industry research and the importance and contribution of industry to NHS and social care
- Support the identification of barriers to participation in research and develop strategies with clinicians, providers of NHS services, patients, carers and public and others to overcome these barriers and increase trial participation
- Support the Strategic Development Director to drive forward the NIHR RDN Industry strategy within the RRDN to align with national objectives and local priorities

- Support Active National Delivery service developments within the region
- Work collaboratively with the Patient Engagement in Clinical Development service to help signpost to regional networks/groups to support the recruitment of public contributors for commercial research engagement activities

FINANCIAL/PHYSICAL RESOURCES

- Support the allocation of Public Engagement (under-served communities) ring fenced budget and provide intelligence for reporting, ensuring that spend tracks to budgetary planning and allocations
- Participate in Annual Financial Planning and strategic funding review and allocation
- Proactively manage and review resource allocation, identifying areas of potential cost savings

HUMAN RESOURCES/CONTINUOUS IMPROVEMENT

- Contribute to the implementation of strategies and systems for quality assurance, to include providing feedback, development and support as necessary
- Maintain a working knowledge of current legislation regarding participation in research including Good Clinical Practice, Research Governance and Data Protection
- Support education events to ensure staff receive appropriate training to support study delivery
- As a leader, act as a conduit for sharing best practice for all aspects of research delivery across research teams within the RDN
- Promote the RDN as a learning organisation that uses the knowledge and skills of all members to improve performance and generate helpful and shared outputs and contribute to service improvement programmes
- Support the engagement from providers of NHS services, research participants and staff involved in portfolio research and relevant stakeholders in consultations about way to improve the RDN service
- Contribute to national training programmes, led by the RDNCC, as required

INFORMATION RESOURCES

- Contribute to the design and maintenance of stakeholder mapping intelligence
- Support the delivery and development of RDN participation platforms such as Joint Dementia Research and Be Part of Research

ROLE OF THE NIHR RESEARCH DELIVERY NETWORK

From October 2024, the current NIHR Clinical Research Network will be changing to become the NIHR Research Delivery Network (RDN). The RDN will build on the successes of the CRN in supporting the effective and efficient initiation and delivery of funded research across the health and care system in England for the benefit of patients, the health and care system and the economy. The RDN will support:

- Clinical trials and other well-designed health and social care research studies (including studies that are delivered outside of an NHS setting);
- Public health studies that require the recruitment of individuals within an NHS setting (that is, acute, ambulance, mental health, community or primary care) or an episode of care which involves contact with the NHS.

The RDN is a new organisation with new structures, governance and ways of working. Study delivery in England will be supported through 12 NIHR Regional Research Delivery Networks (RRDNs). These will work with the national Coordinating Centre (RDNCC) and the Department of Health and Care to provide a joint RDN leadership function via the RDN Board, so that the NIHR RDN as a whole, functions as a single, transparent organisation with a shared vision and purpose. Royal Devon University Healthcare NHS Foundation Trust will be the Host Organisation for the South West Peninsula RRDN region.

The NIHR RRDNs will have three key roles which it will fulfil via new models of service delivery and functions, to:

- provide support to research sites to enable the effective and efficient initiation and delivery of funded research across the health and care system in England;

- enable the strategic development of new and more effective research delivery capability and capacity. This will include bringing research to under-served regions and communities with major health and care needs;
- work jointly with the Coordinating Centre in the strategic oversight of the NIHR RDN. This will ensure that the Portfolio is maintained as a cohort of high-quality, fully-funded, viable and deliverable studies. It will also ensure that the NIHR RDN as a whole serves the research delivery needs of investigators and R&D teams and is responsive to the changing domestic and global environment for health and care, life sciences and health research.

The NIHR RRDNs will need to develop excellent relationships with the organisations commissioning and providing health and social care across their regions, which are mapped onto NHS regions and Integrated Care Systems. They will help support research undertaken by those providers and at sites across the region, and promote research meeting the needs of local populations. NIHR RRDNs will work together with an RDN Coordinating Centre to support health and care research delivery for the benefit of patients, the health and care system and the economy as a whole.

PHYSICAL SKILLS

Keyboard skills, use of IT equipment, including equipment used for delivering presentations.

PHYSICAL EFFORT

Light physical effort for short periods. Use of computer for prolonged periods on most days, i.e. frequent requirement to work in a restricted position

MENTAL EFFORT

Frequent requirement for concentration; work pattern is unpredictable

EMOTIONAL EFFORT

Occasional exposure to distressing or emotional circumstances

WORKING CONDITIONS

Exposure to unpleasant working conditions or hazards is rare. Travel to meetings within the RRDN region and nationally will be necessary

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 (DES) 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.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

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.

PERSON SPECIFICATION

Job Title	Study Participation Inclusion Senior Manager
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING Masters level qualification or equivalent experience Management qualification Project Management qualification or equivalent experience	E E	D
KNOWLEDGE/EXPERIENCE Extensive / advanced theoretical and practical knowledge of specialist areas identified in the Job Description, acquired through experience or training Experience in objective setting; performance management and staff development at a regional and national level Experience of line managing staff, identifying and addressing development needs, and managing performance including those who are not under your direct line management Experience of co-creating and implementing strategies across a range of priorities, connecting agendas, and influencing culture, system, and behaviour change Knowledge, skills and/or experience around health and care research, delivery of research across various settings and the needs of under-served communities in health care and research Understanding of the Equality Act 2010, UK Standards for Public Involvement and key equality, diversity and inclusion policies and their implementation requirements across the health and social care research landscape Experience of leading programmes aimed at reducing health inequalities at the system and regional level, ideally in health and care research Excellent project management skills, expertise in using a wide range of consultation and facilitation methods, knowledge of public engagement methodology, inclusive management of members of the public and communities, including those classed as under-served by health and care research Knowledge of regional health and care systems and processes, including the voluntary and charity sector, local government and Integrated Care Boards/Services System-wide expertise and leadership for engagement and inclusion with demonstrable experience of leading projects requiring specialist advice, support, and guidance on a range of highly complex and sensitive issues	E E E E E E E E E	D D D
SKILLS & ABILITIES Ability to support organisational change and transformation programmes in a positive and proactive way, and to motivate and support colleagues through substantial organisational and cultural change Ability to work collaboratively, with evidence of successfully developing and maintaining effective working relationships with a wide range of internal and external partners and stakeholders Negotiation, communication, interpersonal skills with the ability to articulate priorities and effectively engage and influence others Skilled communicator and spokesperson, proficient at delivering presentations to a wide variety of stakeholder groups and decision makers Ability to act as a champion for communities and participants, ensuring that their voice has an impact on RDN activities	E E E E E	

PERSONAL ATTRIBUTES Lives by values which include openness, collaboration, responsiveness, inclusion, personal integrity and creating positive cultures where these values thrive Enthusiastic and highly motivated with the ability to lead and inspire others Self-awareness with regard to emotional intelligence, biases and sensitivities and a commitment to continuous improvement and self-development Calm under pressure, resilient and adopting a professional manner whilst working across complex boundaries and issues Commitment to and focused on quality, promotes high standards in all they do with attention to detail Confidence in communication with a variety of stakeholders and audiences at difference levels	E E E E E	
OTHER REQUIREMENTS		

		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y/N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	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/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				✓
Heavy manual handling (>10kg)	Y	✓			
Driving	Y		✓		
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y			✓	
Mental Effort	Y			✓	
Emotional Effort	Y		✓		
Working in isolation	Y		✓		
Challenging behaviour	Y	✓			