

JOB DESCRIPTION

JOB DETAILS	
Job Title	Head of Partner Liaison and Planning 8B
Reports to	Operation's Director 8D
Band	8b
Base	Contractual base can be either Truro, Plymouth, Exeter or Taunton, with regular travel to local and regional offices required
Department/Directorate	Research & Development
Accountable for:	Study Support Service Senior Manager

JOB PURPOSE

The Head of Partner Liaison and Planning is a senior leadership role that has a focus on liaising with NIHR Research Delivery Network (RDN) research Delivery Organisations (organisations delivering RDN portfolio research) and other partners in the regional research delivery system. This role has oversight of the Regional RDN (RRDN) Study Support Service, which will be seamlessly integrated within the collective national Study Support Service. The Study Support Service is the cornerstone of RDN, facilitating the effective nationwide delivery of studies, while enhancing strategic capacity and capability.

Key responsibilities for this role include fostering and nurturing productive relationships with regional partners including both commercial and non-commercial study teams/sponsors, research site delivery personnel, and senior research leadership within Delivery Organisations. This role will lead a dedicated team in the provision of these services, ensuring seamless coordination with other services/functions within the regional network and across the national network. This includes collaborating closely with Regional Specialty and Setting Leads to support the delivery of regional and national projects. In addition to regional duties, the postholder will collaborate with senior counterparts from other RDN regions and the national RDN team to innovate and evolve services, aligning them more closely with the changing needs of the system.

This role will line manage the Study Support Service Senior Manager. 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.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

STRATEGIC LEADERSHIP

- Act as a senior leader within the RDN, providing strategic direction and guidance
- Work as part of a community of senior leaders across the national network, exercising shared leadership and promoting the consistency of experience across a nationally-harmonised Study Support Service
- Co-develop and lead on national projects as required
- Collaborate with National and RRDN Specialty and Settings Leaders to align regional operational activities with national strategic objectives
- Offer strategic leadership to research delivery sites, contributing to strategic planning (including the development of three-year strategies) and proactively tackling operational challenges as an active partner
- Lead the implementation and cascade of a range of national strategic directives within the region and the local RRDN, reporting on local learnings, successes and challenges

OPERATIONAL MANAGEMENT

- Oversee the regional implementation of the Study Support Service, ensuring its effectiveness and alignment with regional and national objectives
- Oversee the regional implementation of the Study Support Service, working as part of a national network, to support with:
 - Developing and sharing regional intelligence to inform site and PI identification, eligibility and clinical data to ensure effective planning, placement and performance monitoring (on request) of studies
 - Assisting in the identification of sites and Principal Investigators, making the best use of clinical data combined with an understanding of health inequalities to inform placement of studies
 - Undertaking eligibility reviews
 - Providing health or care intelligence to the 'on request' study performance service and the Active National Delivery service
 - Supporting funders and sponsors in study design to optimise deliverability, including providing early feedback on protocols
 - Advising on study deliverability and undertaking deliverability assessments when requested, including giving consideration to equitable patient access/areas of high patient need
- Oversee the alignment and coordination of the National Specialties & Setting Leads support for funders and sponsors in study design, deliverability and participant access to bring compatibility with the advice and guidance provided by the Study Support Service to further ensure optimal planning, placement and 'on request' performance monitoring of studies
- Manage programmes and projects within the remit of the Study Support Service and Partner Liaison function. This may include national projects, the oversight of local programmes of work, and coaching and supporting team members in their project management
- Lead communities of practice and events for senior leaders, facilitating system-level collaboration and learning to solve operational challenges and pursue opportunities for strategic development
- Lead a dedicated team to provide Study Support Services, ensuring a collaborative and inclusive team environment

CORPORATE GOVERNANCE

- Lead the team's compliance with RRDN contractual requirements and with Host-related policies and procedures
- Maintain working knowledge of, and act in accordance with current legislation, including Good Clinical Practice, research governance legislation, and the Data Protection Act
- Lead the effective contribution to the corporate risk register
- Develop and implement Standard Operating Procedures, ensuring national consistency and involving the interpretation of broader policies relating to health and care research

KEY RESULT AREAS

- Oversee the regional implementation of the Study Support Service and Partner Liaison functions, ensuring their effectiveness and alignment with regional and national objectives

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.

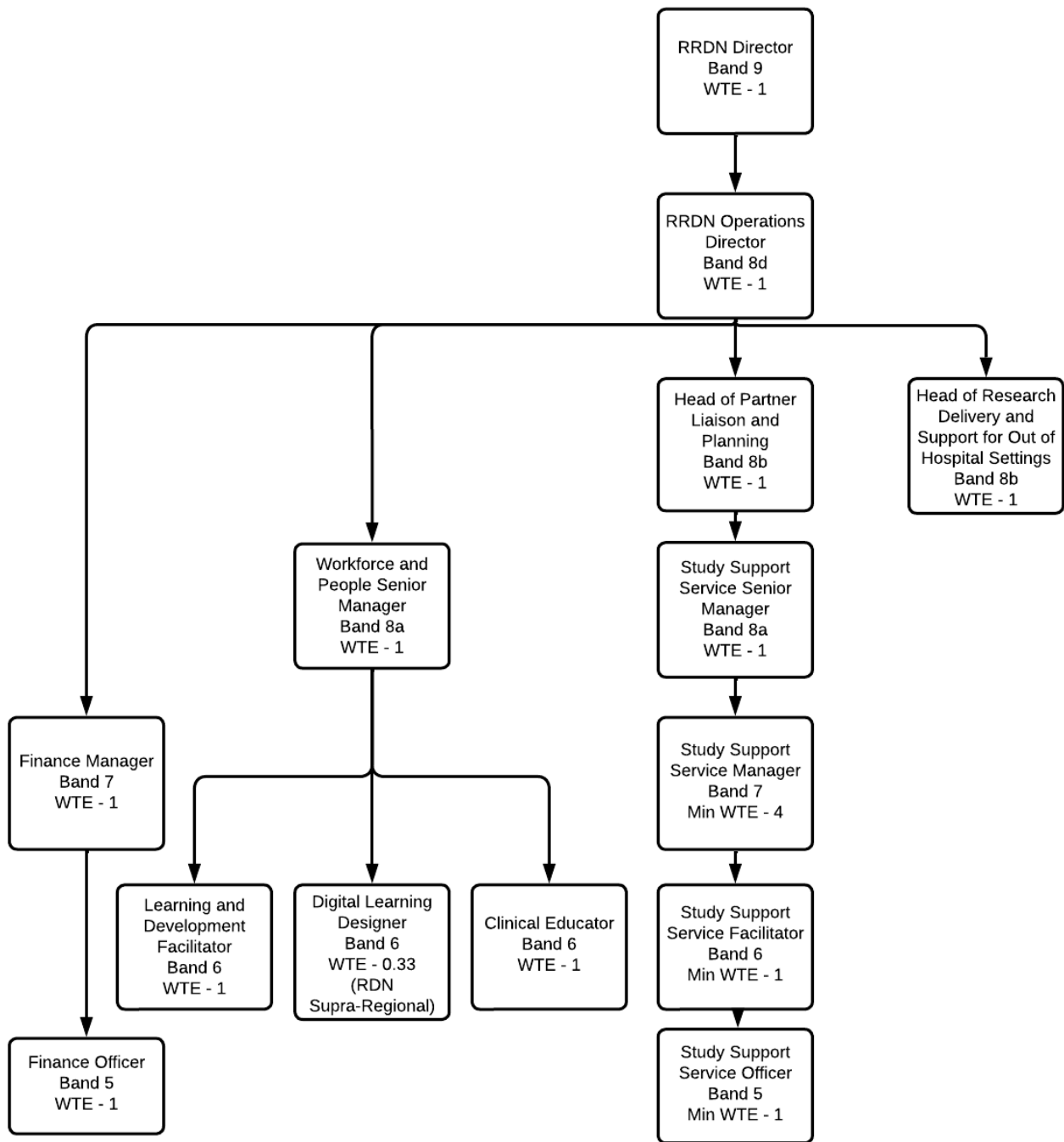
This will include verbal, written and electronic media.

- Of particular importance are working relationships with:
 - All directors within the RRDN
 - RDN Heads of Partner Liaison and Planning
 - RDNCC Heads of Service
 - National/RRDN Specialty and Setting Leads
 - Other NIHR regional infrastructure (e.g. Clinical Research Facilities, Experimental Cancer Medicine Centres)

- Commercial and non-commercial sponsors and their delegates (e.g. Chief Investigators, Study Teams, Contract Research Organisations and Clinical Trials Units)
- Senior leadership at research site organisations participating in RDN portfolio studies
- Regional research delivery leaders and staff
- Research funders

Direct Reports: Study Support Service Senior Manager

ORGANISATIONAL CHART



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.

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/STAKEHOLDER RELATIONSHIP SKILLS

- Foster and nurture productive relationships and communication channels with regional partners to promote transparency, trust, and collaboration. This includes relationships with both commercial and non-commercial study teams/sponsors, research site delivery personnel, and senior research leadership within research delivery sites
- Communication of highly complex and difficult information both orally and in writing, both internally to colleagues and externally to a range of audiences. This may include delivering presentations and writing reports, and can involve communication where there may be barriers to acceptance
- Act as point of escalation to resolve issues arising from regional partners to ensure continued alignment with national research policy and processes

- Work across the health and care specialties and settings to identify and develop further opportunities to embed research into the NHS, non-NHS and wider health and care environment
- Maintain awareness of engagement with relevant NHS, Private Providers and Integrated Care Boards (ICBs) and Professional bodies such as Royal Colleges, Faculties and the Academy of Medical Royal Colleges as relevant for the purpose of building research delivery capacity and capability
- Support with the development and mentorship of future Principal Investigators

CONTINUOUS IMPROVEMENT

- Foster a culture of continuous improvement, encouraging team members to seek out opportunities for innovation
- Jointly consider new improvements for national adoption, escalating local challenges and sharing all innovations
- Identify, develop and promote cross-specialty, cross-setting and Study Support Service collaborations for improved research delivery

BUSINESS PLANNING/ORGANISATIONAL SKILLS

- Contribute to collective national business planning for the Study Support and Partner Liaison services
- Contribute to coordinating, reviewing, evaluating and approving research site delivery plans, and have delegated responsibility for periodically performance monitoring against those plans to ensure that RDN funding is being used appropriately and effectively
- Lead on regional business planning for the Study Support Service and Partner Liaison functions, ensuring effective implementation and reporting

PATIENT/CLIENT CARE

- Act as a champion for patients, carers and the public, ensuring that their interests are meaningfully incorporated into the development and delivery of the RDN and RRDN
- Embed patient, carer and public involvement within the RRDN at all appropriate levels of decision making
- Actively promote equality of opportunity, inclusivity and diversity in the RDN, for research participation and RDN staff, supporting sponsors and sites with research inclusion and providing constructive challenge where appropriate

POLICY/SERVICE IMPROVEMENT DEVELOPMENT

- Promote a nationally consistent customer-centric approach to service delivery, ensuring that the needs and expectations of stakeholders are met or exceeded
- Maintain awareness of research process initiatives undertaken with other national bodies to support future integration into the study support service (e.g. just in time site activation, digital recruitment, Be Part of Research)
- Maintain an excellent working knowledge of relevant legislation and processes, and work with national colleagues to respond and incorporate these into RDN business
- Keep up to date with innovative study design and delivery methods, exploring opportunities for promotion and roll-out within national and regional delivery operations
- Develop trusted relationships with partners, and promote a culture of seeking and acting on feedback from customers and partners, so as to provide a responsive service and identify opportunities for improvement, sharing insights and learnings across the national network
- Identify, implement and lead strategies to enhance the efficiency and effectiveness of Study Support Service operations regionally and nationally
- Support the Study Support Service team members with solving identified challenges in study delivery, particularly in more complex or sensitive situations
- Lead on building capacity and capability for study delivery across specialties and settings, including:
 - In collaboration with RRDN Specialty and Settings leads, oversee horizon scanning to ensure there is the capacity and capability within the research system to accommodate new and emerging technologies

- Under the RDN Operating Model for strategic development, and Research Delivery Models lead and participate in projects to address any opportunities or challenges identified
- Assist in the development of research delivery staff

FINANCIAL MANAGEMENT/PHYSICAL RESOURCES

- Participate in determining funding allocations, including those to Delivery Organisations and any strategic development funding
- Oversee the effective financial management of any budget allocated to the Study Support Service and associated functions

HUMAN RESOURCES & PERFORMANCE MANAGEMENT

- Oversee the Study Support Service and Partner Liaison functions
- Develop and implement strategies for ensuring service delivery meets or exceeds established benchmarks, including targets and obligations specified in the RRDN Host Organisation Contract
- Develop and implement strategies and systems for quality assurance, including audit and review of the work, providing feedback, development and support as necessary
- Ensure seamless coordination with other services and functions within the RRDN and across the national network, working with other teams to provide a consistent experience and work as one organisation
- Identify and support the dissemination of RDN impact across RDN and RRDN activities

INFORMATION & ADMINISTRATION RESOURCES

- Understand and interpret highly complex information, data and situations to inform plans and make decisions. This may include communicating and presenting to a variety of audiences and the facilitation of collaborative discussions
- Provide leadership and support for the implementation of Information Governance best practice within the Study Support Service
- Be responsible for the implementation and effectiveness of the processes that ensure data integrity within relevant RDN systems, enabling the identification of potential concerns and patterns and supporting RDN customers and partners in resolving issues.
- Promote the use of digital innovation and effective Business Intelligence across all the Study Support Service and Partner Liaison functions, working closely with the Data and Analytics Senior Manager to build both the team's and stakeholders' capabilities in these areas
- Have oversight of the activities that support study sponsors, funders and investigators to access data to enable them to effectively manage the delivery of their studies (and enable them to request support from the RDN as required)
- Lead on the implementation of the national costing and attribution tools and processes in line with national policy and UK wide guidance, acting as senior escalation point for the UK community of practice for costing and AcoRD Specialists as necessary
- Lead on the implementation of DHSC RDN Portfolio Policy Compliance to ensure that the process, procedure and monitoring of studies enables sponsors / delegates, research delivery sites and funders to understand and adhere to their roles and responsibilities. For example, this may include satisfying the Eligibility Criteria for NIHR support before they are included on the portfolio and subsequently adhering to the expected actions and requirements set out in the NIHR RDN Portfolio Terms and Conditions
- Lead on the oversight of the RDN portfolio across all specialities and settings to proactively identify potential issues and opportunities, working as an active partner to resolve and action follow-up activity
- Contribute to the Strategic oversight of the RDN Portfolio, including:
 - Undertaking strategic portfolio oversight activities to identify opportunities and challenges within the capacity and capability of the research system to deliver future research. This will include ensuring that regional specialities, settings and localities meet the agreed definition of a 'balanced portfolio'
 - Supporting portfolio oversight activities undertaken on the current portfolio as requested
 - Identifying and addressing impact on health inequalities at all stages of research delivery

LIFE SCIENCES INDUSTRY

- Champion the RDN's capacity and capability to support Life Sciences Industry research and the contribution of the Life Sciences Industry to the NHS
- Be responsible for ensuring that RRDN Study Support Services provided to the Life Sciences Industry are provided consistently, within the required timeframes to a high quality standard and in line with identified national RDN requirements
- Oversee the business development activities of the Study Support and Partner Liaison Services, including providing clinical research expertise and knowledge to support optimal research delivery in discussions with commercial organisations; and attending meetings and presenting at events, webinars etc

PHYSICAL SKILLS

Good IT Skills, along with using training and presentation equipment (VDU) daily

PHYSICAL EFFORT

- A combination of sitting, standing and walking with little requirement for physical effort.
- There may be a requirement to exert light physical effort for short periods

MENTAL EFFORT

There is a frequent requirement for intense concentration

EMOTIONAL EFFORT

Occasional exposure to highly distressing or highly emotional circumstances

WORKING CONDITIONS

- Exposure to unpleasant working conditions or hazards is rare.
- Requirement to use Visual Display Unit equipment more or less continuously on most days

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

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.

PERSON SPECIFICATION

Job Title	Head of Partner Liaison and Planning
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Requirements	Essential	Desirable
<p>QUALIFICATION/ SPECIAL TRAINING</p> <p>Masters level qualification or equivalent experience.</p> <p>Management qualification</p> <p>Project Management qualification or equivalent experience</p> <p>Evidence of continual professional development</p>	E E E	 D
<p>KNOWLEDGE/SKILLS</p> <p>Specialist knowledge of research, the NHS and the wider health and care system including associated responsibilities to the public and patients</p> <p>Specialist knowledge of the range of life science industry's needs and requirements with regard to health and care research</p> <p>Comprehensive understanding of governance and legislative framework for conducting clinical research in the NHS</p> <p>Comprehensive understanding of the UK research pathway and funding</p> <p>Knowledge of national systems, structures and processes for supporting clinical research in NHS and non-NHS settings</p> <p>Knowledge of utilising Business Intelligence solutions to work within a performance management framework, and good understanding of performance management techniques</p> <p>Extensive knowledge of methods, tools and techniques for problem-solving and continuous improvement that are relevant to system-level health and care working</p> <p>Professional operational research leadership at a senior and system level</p> <p>Professional strategic leadership at a senior level</p>	E E E E E E E	 D
<p>EXPERIENCE</p> <p>Experience of health and care research management at a senior level, including the support of studies pre-approval and post-approval</p> <p>Experience of chairing and facilitating meetings, including with sensitive or political topics</p> <p>Experience of managing health and care research support services including workforce planning and the management of people and finances</p> <p>Experience of developing and managing high quality customer centric services for commercial and non-commercial customers</p> <p>Experience of working collaboratively and in partnership with other organisations, with demonstrable experience of delivery across organisational boundaries</p> <p>Experience of direct line management and managing teams to deliver clear objectives and performance targets, including through organisational change</p> <p>Experience of business planning, financial management and operational implementation, preferably within an NHS organisation.</p> <p>Experience of contributing to the development of national policy or strategies, and translating those into regional plans.</p> <p>Experience of leading continuous improvement</p> <p>Project management experience in a leadership capacity, delivering complex projects involving multiple agencies and individuals to tight deadlines</p>	E E E E E E E E	
<p>PERSONAL ATTRIBUTES</p> <p>Flexible approach to working and enthusiastic attitude towards challenges</p> <p>Acts as a champion for patients, carers, the public and their interests, ensuring the public voice has an impact on RDN activities</p> <p>Highly motivated, with the ability to influence and inspire others</p>	E E E	

Constantly strives for improvement, bringing a 'can do' attitude and seeking out innovation	E	
Goal-oriented, with a focus on tangible results that are aligned with overarching national objectives	E	
Committed to ongoing learning and development, proactively seeking opportunities for personal and team growth	E	
Takes a professional approach to all interactions, remaining diplomatic under pressure and fostering a solution-focused environment	E	
Role models and works in accordance with the values of the RDN and the employing NHS Trust	E	
OTHER REQUIREMENTS/SKILLS		
Highly developed leadership, strategic thinking and planning skills with the ability to demonstrate these in highly political environments	E	
Proven interpersonal skills to work with clinical and management colleagues at all levels across a range of organisations and the ability to develop strong working relationships with senior stakeholders	E	
Demonstrable ability to use autonomy to undertake actions as a result of own interpretation of policy and guidance, providing a source of expert advice to the organisation	E	
Strong problem-solving skills, including a proactive approach to identifying and addressing potential future issues	E	
Ability to communicate highly complex and difficult information both orally and in writing, both internally to colleagues and externally to a range of audiences, including in pressured and politically sensitive environments	E	
Ability to analyse and interpret highly complex information and to make judgments regarding a range of highly complex management issues	E	
Ability to plan, manage, adjust and deliver complex programmes and projects, involving multiple agencies and individuals and a broad range of activities, to tight deadlines	E	
Good IT skills, particularly in use of Web applications, Google Workspace applications and MS Office applications	E	
Empathetic approach to resolving conflict, with the ability to work with sensitivity and tact	E	
Attention to detail	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				
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				X
Heavy manual handling (>10kg)	Y	X			
Driving	Y			X	
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		X		
Mental Effort	Y				X
Emotional Effort	Y		X		
Working in isolation	Y		X		
Challenging behaviour	Y		X		