

JOB DESCRIPTION

| JOB DETAILS | |
|-------------------------------|---|
| Job Title | Life Science Key Account Manager |
| Reports to | Strategic Development Director |
| Base: | Truro / Plymouth/ Exeter or Taunton with regular travel to local and regional offices |
| Band | 8b |
| Department/Directorate | Research & Development |
| Accountable for: | Industry Manager (Band 7) |

JOB PURPOSE

The RDN and DHSC have a vision for this role being a single conduit for key commercial partners to explore their pipeline, plan, place and facilitate effective delivery of their studies.

The Life Science Key Account Manager, as a senior manager in the Regional Research Delivery Network (RRDN), will work as part of a national Research Delivery Network (RDN) Industry facing team to develop and manage relationships with Life Sciences companies, and the NIHR wider stakeholders within the clinical research environment including non-commercial funders and other parts of the research ecosystem to attract and grow clinical research delivery in the UK.

This role will work closely with RDN Industry facing teams across the RDN to ensure equality and consistency of service for all customers, nationally and regionally. Using horizon scanning data, business intelligence and NIHR expertise and relationships, the postholder will provide a tailored service to key accounts as a single conduit, representing the RDN nationally. The post holder will promote the RDN services, ensuring that key themes and opportunities are communicated into the RDN. The postholder will work closely with other key industry facing teams, External Affairs and Strategic Partnerships and the Department of Business and Trade to explore opportunities and enable access to NIHR infrastructure.

The postholder will support the marketing of NIHR services to Industry and contribute to the shaping of new projects and services that meet the needs of Life Sciences customers. The postholder will proactively develop a profile across the RDN and work collaboratively with individuals and groups both internally, and with external stakeholders in a host of settings.

The post holder will be managed by the RRDN Strategic Development Director but will have a key relationship with the national RDNCC Life Science Director. The postholder will provide line management and oversee the work and personal development of the Industry Manager. Together this team will support a culture of one network to deliver the life science strategy as a whole.

This role requires national travel and international travel.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Act as a single conduit for specific nationally agreed Key Accounts and advocate for their needs within the RDN
- To provide management for RDN Life Science Key Account Management to ensure the effective provision of services against agreed outcome measures, service level agreements, activity and financial targets
- In partnership with RRDN colleagues, to constantly review and improve the service(s), taking into account local and national guidelines and guidance from professional leads
- To lead and support the development of Key performance indicators for the RRDN Life Science Key Account Management in alignment with national indicators

- To lead on the demand and capacity profiling across the services within RDN Life Science Key Account Management, ensuring workforce plans reflect the demand profile and appropriate delivery of the required activity
- To ensure processes and systems are in place to monitor the performance and activity for RRDN Life Science Key Account Management
- To work in conjunction with Data analytics colleagues to introduce systems that ensure the collection and analysis of complex data. Contribute to strategies for continuous improvement of services within RDN Life Science Key Account Management.

STRATEGIC LEADERSHIP

- To develop and manage relationships with Life Sciences companies, and the NIHR wider stakeholders within the clinical research environment including non-commercial funders and other parts of the research ecosystem to attract and grow clinical research delivery in the UK
- Understand the national perspective and future strategy for the NHS and related areas of health and care
- Provide a clear, effective and appropriate leadership style that engages and empowers all members of your Team to perform to high standards and innovate
- Provide strategic intelligence to developing capacity and capability within the system
- Contribute to the development, implementation and review of RDN Life Science 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 and an advocate for the key accounts managed
- Contribute both locally and as part of a national delivery team, to work to review and continually improve processes to support the delivery of commercial contract research across the RDN, leading on projects/activities as appropriate

CONTINUOUS IMPROVEMENT

- Assist with embedding a culture of continuous improvement (CI) across the network in support of utilising shared CI methodologies to facilitate a learning organisation that meets measures of organisational maturity
- 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 ways to improve the RDN service
- Ensure national systems and processes for the evaluation of all programmes of learning and development are adhered to, acting where performance falls short of expected standards

SPECIALIST RESPONSIBILITIES

- Highly developed specialist knowledge in relation to commercial research delivery in Health and Social Care

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.

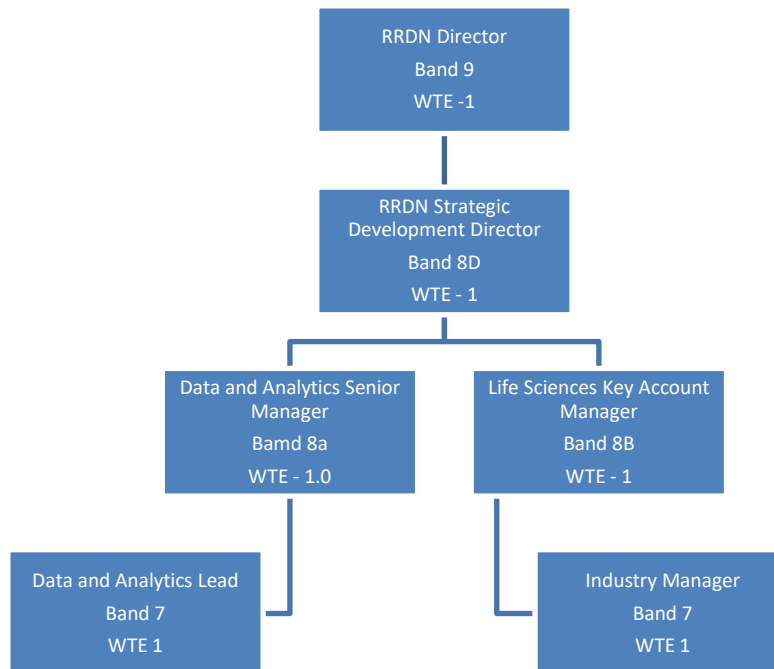
Of particular importance are working relationships with:

- National RDN Life Sciences, Partnership and Growth Directorate
- Research Delivery Network Coordinating Centre
- RRDN colleagues to include Industry facing managers, Marketing, Strategic leaders, National Speciality Leads and the Study Support Service

- RRDN Delivery Organisations
- External Affairs and Strategic Partnerships and Government departments
- External research Funders and Sponsors (commercial and non-commercial)
- NIHR Coordinating Centre Business Development
- Other organisations within the UK clinical research environment
- CROs, Med Tech, SMEs, VCSE
- HEIs

Direct Reports: Industry Manager (Band 7)

ORGANISATIONAL CHART



ROLE OF THE NIHR RESEARCH DELIVERY NETWORK

In October 2024, the current NIHR Clinical Research Network changed 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 MANAGEMENT/RELATIONSHIP SKILLS

- Identify, establish and maintain working relationships with the relevant stakeholders and partners e.g. Health and Care Delivery Organisations, Life Science Partners, CRO's, Industry facing teams across all settings, patients, carers and the public
- Act as a point of contact for all queries regarding the commercial portfolio and regional workforce
- Collaborate with NIHR infrastructure colleagues regionally and nationally to support a 'One NIHR' consistent approach to commercial trials
- Work closely with regional and national Life Science Industry teams to ensure learning and development opportunities are shared across all Health and Care research providers
- To be able to communicate and present RDN Data across the RRDN region regarding capacity, capability and performance

PERFORMANCE MANAGEMENT

- To maximise the efficiency and productivity of Service resources and to demonstrate this on an ongoing basis through the use of KPIs defined by the Divisional Leadership Team.
- All employees have a responsibility to participate in regular appraisal with their manager and to identify performance standards of the post. As part of the appraisal process every employee is responsible for participating in identifying their own training and development needs.
- Actively engage with and advise on opportunities for enhanced delivery of the NIHR Portfolio
- Lead engagement with sponsors that request assistance with troubleshooting study and portfolio performance across the country.
- Regularly compare and collate information to identify strengths and weaknesses between research sites within specialties and settings to support them through relevant improvement and efficiency driving measures
- Use NIHR reporting and visualisation tools to enable measurement, progress and trend monitoring of RDN Key Performance Indicators

BUSINESS PLANNING/ORGANISATIONAL SKILLS

- To use horizon scanning data, business intelligence and your NIHR expertise and relationships to provide a personalised service to key accounts ensuring that key themes and opportunities are made visible to the RDN
- Contribute to the development of both RRDN operational and strategic plans and be able to report impact in relation to the Life Sciences
- To work closely with the Study Support Service team
- Highlight issues or barriers with regards to study site set up and recruitment in a timely manner

- Formulating long-term, organisation wide strategic plans for the Life Science Key Account service that are sufficiently flexible in a dynamic environment so that they can respond to emerging needs or changes in government policy

PATIENT/CLIENT CARE/PUBLIC INFORMATION

- Demonstrate understanding of the regional participant, carer and public impact on the research landscape
- Through the provision of high quality learning, development and inclusion programmes and initiatives, enable the efficient and effective delivery of RDN services and functions, resulting in a positive impact on patients, carers and the public

POLICY/SERVICE IMPROVEMENT & DEVELOPMENT

- Develop operational and business plans for RDN Life Science Key Account Management to support the delivery of activity and service development in line with the RDN requirements and ensuring a consistent and nationwide approach
- Ensure Equality, Diversity and Inclusion are embedded into the core business of the Service(s) in line with the corporate framework; including governance arrangements, planning processes and ensuring this is embedded within the ongoing policy and service development processes
- Ensure that Equality Impact Assessments are actively undertaken and considered when redesigning services or reviewing/developing policies
- To prepare, develop and write business cases, bids and information papers for the Service(s) on behalf of the appropriate stakeholders, both internal and external as required
- Understand regional research delivery learning and development needs and support the RDNCC in the development of high-quality learning that is inclusive and meets the needs of a diverse workforce
- Work as a collegiate partner with colleagues across the region and nationally to ensure consistency of the development opportunities provided to staff, customers and stakeholders resulting in increased capacity and capability
- Work with all Health and Care Partners to support the ability to conduct or increase their commercial research portfolio

FINANCIAL MANAGEMENT/PHYSICAL RESOURCES

- Develop business cases/options papers for the RRDN Leadership team to inform decisions regarding workforce and organisational development
- Working with the RRDN Finance team, provide accurate financial analysis for use by the RRDN Leadership team to inform strategic decision making
- Proactively manage and review resource allocation, identifying areas of potential cost savings or system efficiencies
- Responsible for managing the budget and associated resources relating to the RRDN Life Science Key Account service

OPERATIONAL MANAGEMENT/HUMAN RESOURCES

- Ensure supportive staff management arrangements are in place and carry out personal development reviews (PDRs) for direct reports. Ensure staff in the sphere of responsibility have annual PDRs resulting in specific objectives and effective personal development plans including identifying the learning and development needs of individuals
- To provide strong visible, inclusive and compassionate leadership across the RDN Life Science Key Account Management, ensuring delivery of high quality, safe and effective services, against agreed outcome measures, service level agreements, activity and finance targets
- Develop staff knowledge and skills to promote equality and diversity and address inequalities both in employment and service delivery. Ensure specific equality, diversity and inclusion objectives are included
- Ensure that individual staff members work in a climate where their contribution is valued, developing roles across boundaries and working collaboratively in teams

- Undertake disciplinary/grievance investigations and sit on panels as required
- To undertake other duties commensurate with this grade of post in agreement with the relevant line manager
- Responsible for ensuring identified training and development is undertaken appropriate to the postholder's role

INFORMATION & ADMINISTRATION RESOURCES

- Work with the Data and Analytics team to understand and visualise the activity relevant to the Industry facing service
- The postholder must be familiar and competent with RRDN IT infrastructure
- Contribute to effective use of RDN reporting and digital solutions by all Delivery Organisations (including primary care and wider community settings) and stakeholders through the provision of information, responding to user queries and feedback
- A working knowledge of the RRDN Local Portfolio Management System (LPMS)
- Capture interactions with customers and stakeholders within the NIHR Customer Relationship Management (CRM) system
- Understanding of all data systems including Open Data Platform, Central and Local Portfolio Management Systems and others Data and Analytics systems

LIFE SCIENCES INDUSTRY

- An in depth understanding of the Study Support Service offer, impact case studies and latest innovations that supports each life sciences customer to optimise their study delivery, including Be Part of Research and Join Dementia Research
- An in-depth understanding of the National Contract Value Review principles and their impact on regional delivery organisations, including national costing methodology, internal disbursement requirements and invoicing, which all support research capacity for life-sciences
- Actively collaborate with the RDN Life Sciences, Partnership and Growth Directorate and Study Support Service in promoting new sites and those with increased capacity to stakeholders and customers
- Identify 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 through a coordinated approach with the Strategic Directorate
- Support the Strategic Development Director to drive forward the NIHR RDN Industry strategy within the RRDN to align with national objectives and local priorities

CORPORATE GOVERNANCE

- Responsible for the performance management of the service(s), and contribute towards Division-wide performance management, demonstrating achievement of objectives on a consistent basis within agreed timescales
- Ensure that effective governance arrangements are in place for identifying and mitigating risk and that a culture exists of continuous service review, transformation and evaluation and where staff can raise concerns safely and expediently with service delivery
- Identify, develop, implement and review effective systems for the comprehensive performance management and improvement services and to lead the identification, monitoring and reporting of key performance indicators for these services
- Analyse and monitor sustained improvement in service provision to improve quality, access and choice against measurable outcomes and KPIs
- Manage the delivery of a complex mix of competing requirements which include contractual, financial, quality and human resource issues concurrently
- Undertake and/or supervise investigations following incidents, accidents or complaints as required, to identify and undertake any remedial action and to take disciplinary action as required, ensuring that there is widespread dissemination of the lessons learned
- Promote and raise awareness of individual responsibilities with regard to governance including health and safety legislation

- Facilitate the collection and collation of appropriate data and information, including benchmarking data to enable the interpretation and analysis of service performance
- Establish information flows, analysis and reporting that supports a culture of evidence based management decisions
- Contribute to the development and management of the RRDN Service Risk Register

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 continuously for prolonged periods on most days, i.e. frequent requirement to work in a restricted position

MENTAL EFFORT

- Frequent concentration; work pattern unpredictable.
- Concentration required for investigating problems, analysis of performance data and policies.
- Flexible work patterns may be required.
- Interruptions requiring immediate response

EMOTIONAL EFFORT

- Imparting unwelcome news e.g. where performance targets not met or studies cannot be delivered.
- Operate with emotional intelligence and with the ability to manage challenging behaviour at times.
- Frequent challenging meetings and provision of complex and difficult feedback in challenging circumstances

WORKING CONDITIONS

- Exposure to unpleasant conditions is rare.
- Travel to meetings within the RRDN area will be necessary.
- Travel for National meetings will be required

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

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|------------------|----------------------------------|
| Job Title | Life Science Key Account Manager |
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| Requirements | Essential | Desirable |
|---|---|-------------------------------|
| QUALIFICATION/ SPECIAL TRAINING Masters level qualification or equivalent experience Significant experience or knowledge in research and development (R&D), science or healthcare Significant specialist knowledge of the NHS, R&D systems and the context of the importance of the life sciences in this context | E E E | |
| KNOWLEDGE/SKILLS Broad knowledge and experience of utilising information technology to provide management information reports, particularly financial and activity reporting Proven experience of working successfully as part of diffused leadership teams Proven staff management experience with the ability to gain their support, motivate and develop them Research management and administration including governance, sponsorship, costings, contracts, finance and clinical trial agreements Ability to negotiate commercial contracts and non-commercial agreements with the commercial sector, the public sector, universities and charities Senior level experience of managing R&D activity in the health and social care/university sector Demonstration of strategic thinking and strategy development An understanding of business and marketing principles | E E E E E E | D D D D |
| EXPERIENCE Experience of owning and writing complex business cases Experience at dealing with very senior people both internally and externally e.g. operational management Experience of managing a customer-focused service Experience of working in healthcare in an operational management or business management or development capacity Experience of working with the life sciences sector or working within R&D within the NHS/academic sector Appreciation of clinical research methodologies and trials organisation Professional leadership at an operational level Advanced experience of using R&D databases Experience of working in the private healthcare sector and International business experience Experience at project management, with a good understanding of the complexities involved Experience of design management and delivery of completed research projects in the health, social care or university sector | E E E E E E E E E | D D D D D |
| PERSONAL ATTRIBUTES Able to lead, motivate, and delegate Compassionate | E E | |
| OTHER REQUIREMENTS Robust leadership skills Ability to exercise initiative Excellent organisational skills | E E E | |

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| Team building and staff training skill | E | |
| Excellent verbal and written communication skills | E | |
| Excellent interpersonal and negotiation skills | E | |
| Ability to operate at all levels throughout an organisation | E | |
| Evidence of strong analytical skills and high level of numeracy | E | |
| Ability to work to tight deadlines under pressure | E | |
| Experience of managing a wide range of complex duties | E | |
| Good IT skills, particularly in use of Web applications, Google Workspace applications and MS Office applications and with respect to research databases | E | |
| Ability to prepare and deliver presentations to a high standard | E | |
| Ability to plan, manage and deliver projects and activities, involving multiple agencies and individuals to tight deadlines | E | |
| Ability to manage challenging and stressful situations | E | |
| Strong problem-solving skills | 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 | | | |