

JOB DESCRIPTION

JOB DETAILS	
Job Title	Industry Manager
Reports to	Life Science Key Account Manager
Band	7
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

JOB PURPOSE

As Industry Manager in the Regional Research Delivery Network (RRDN), you will work as part of a national Research Delivery Network (RDN) team to develop and manage relationships with Life Sciences companies, Pharmaceutical companies (Pharma), Clinical Research Organisations (CROs), Medical Technology companies (Med Tech), Small to Medium Enterprises (SMEs) 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. You will work closely with the RRDN Life Science Key Account Manager and RDN Industry facing teams across the regional geography to ensure equality and consistency of service for all customers, nationally and regionally.

As part of the Research Delivery Network (RDN) team the Industry Manager will explore and meet the research delivery needs of the life sciences industry including; pharmaceutical; biotechnology; diagnostic; medical technology; data/digital, and Contract Research Organisations (CRO's). The postholder will engage and support strategic relationships with life science companies and regional health and care delivery organisations to explore opportunities across their portfolio, where appropriate and opportunities exist, in order to develop strategic NIHR partnerships with industry and facilitate access to the NIHR research infrastructure in a tailored and streamlined way across all health and care providers.

This will include supporting strategic development of commercial research delivery capability and capacity at organisational and regional level to provide new and additional capacity for commercial contract research. RRDNs will maintain and work to uniform standards and processes, to avoid unwarranted regional variation, supported by the Coordinating Centre and under the direction of the RDN Board.

This role requires substantial regional travel and may require occasional national travel.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Provide guidance and support to study teams
- To provide matrix management for operational leadership as required by the Life Science Key Account Manager to ensure the effective provision of services against agreed outcome measures, service level agreements, activity and financial targets
- Support research naive sites to engage in commercial research operationally
- Navigate new sites around the costing and contracting processes
- Support sites with training
- Support the Life Science Key Account Manager and partners with Sponsor engagement
- Oversee the link between sites and the respective services from the RRDN that they may need to access e.g. to demystify the experience for research naive partners becoming engaged in commercial research
- Strategically support performance and growth

- Ensure regional alignment to national objectives
- Support the growth of investigator initiated studies (IIT)
- 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
- Develop, enhance and grow local strategic engagement with regional Medtech, SME and other commercial enterprises and other regional stakeholders that are supporting the life sciences sector

STRATEGIC LEADERSHIP

- 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
- Ensure that regional focus and activities aligns to and complements the national strategy
- 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 RDN, leading on projects/activities as appropriate
- Contribute to the development of both RRDN operational and strategic plan and be able to report impact in relation to the Life Sciences
- Develop and maintain pivotal strategic relationships with the life sciences sector and delivery partners

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 way 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

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.

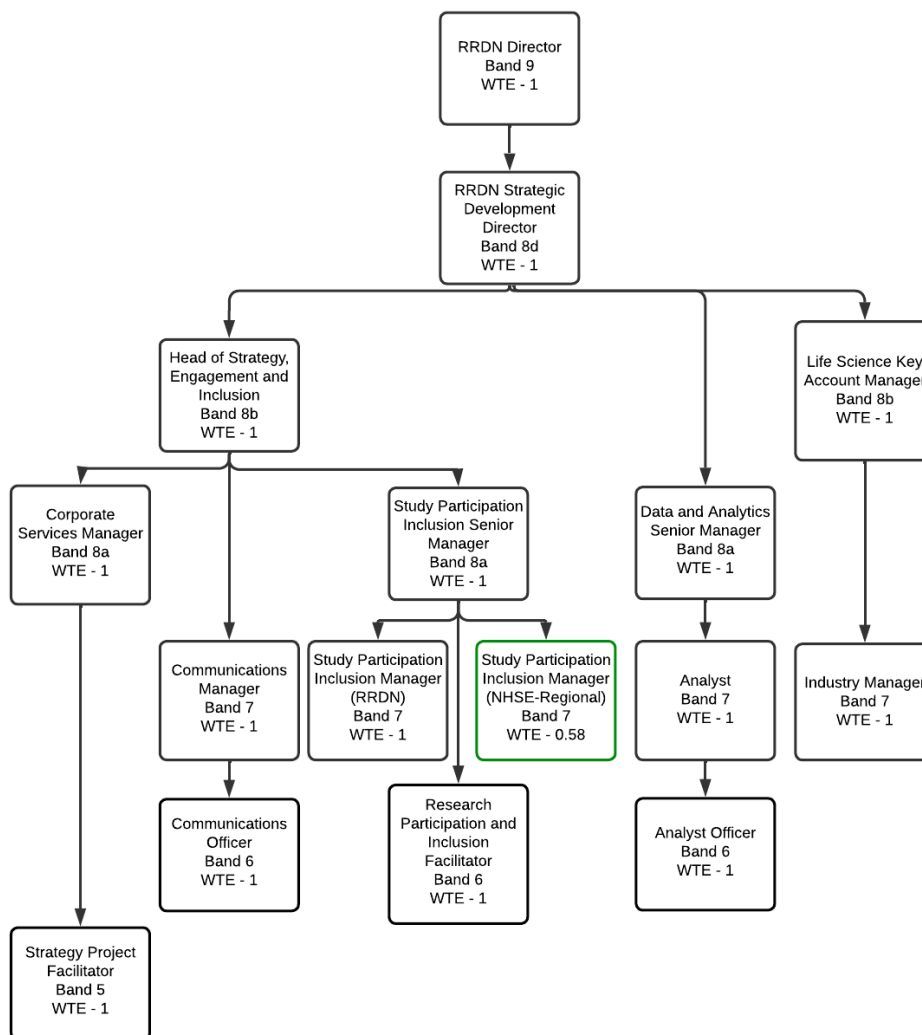
This will include verbal, written and electronic media.

Of particular importance are working relationships with:

- Life Science Key Account Manager
- RRDN Delivery Organisations
- RRDN colleagues to include Industry facing managers, Marketing, Strategic leaders, National Specialties and Settings Leads, RRDN Specialties and Settings Leads and the Study Support Service
- National RDN Life Sciences team

- Life Science Industry and CROs, Local SMEs, MedTech and other commercial enterprises
- Health Innovation Network (HIN)
- HEI's

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

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 (SWP) 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.

CORPORATE GOVERNANCE

- The role will have oversight of regional capacity and capability opportunities and scope existing governance arrangements of new sites, liaising with the Study Support Service and Agile Workforce to ensure appropriate support and training is provided as required.

COMMUNICATION & STAKEHOLDER SKILLS

- Identify, establish and maintain working relationships with the relevant stakeholders and partners e.g. Health and Care Delivery Organisations, Life Science Partners, CROs, 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

BUSINESS MANAGEMENT SKILLS

- Support and contribute to annual planning and reporting
- Support and contribute to the development of RRDN business planning and strategy planning
- To work closely with the Study Support Service team to ensure that any governance-related barriers are quickly resolved and seek to strategically identify consistent issues and provide strategic guidance on their resolution
- Highlight issues or barriers with regards to study site set up and recruitment to senior management in a timely manner

OPERATIONAL MANAGEMENT

- Coordinate the contributions of other stakeholders as part of a project management structure for specific projects, as required
- Provide supervision and mentoring for staff
- Support and share knowledge and expertise with health and care providers across the region
- Coordinate and support planning and delivery of industry clinical research projects across multiple settings to ensure delivery to time and target
- To work closely with the Study Support Service team to ensure that any governance-related barriers are quickly resolved
- To work closely with the Study Support Service and Agile Delivery team to ensure any operational delivery issues for the broad range of commercial portfolio contract studies can be identified
- Strategically develop approaches and novel methods to support delivery of the commercial portfolio of studies
- Support development of operational and business plans for the RDN Life Science Key Accounts
- Manage the delivery of a complex mix of competing requirements which include contractual, financial, quality and human resource issues concurrently
- To provide strong visible, inclusive and compassionate leadership across the RDN Industry Service offer, ensuring delivery of high quality, safe and effective services, against agreed outcome measures, service level agreements, activity and finance targets
- To provide operational leadership for the RDN Industry Service to ensure the effective provision of services against agreed outcome measures, service level agreements, activity and financial targets
- To provide strong visible, inclusive and compassionate leadership across the RDN Industry Service
- Work collaboratively across the RDN with colleagues in the RDNCC and in the community of Industry Manager and demonstrate visible, inclusive, collegiate and compassionate leadership
- Work with other Service Managers to review the performance, and adherence of values and behaviours of more junior staff in the RRDN team

ENSURING PATIENT, CARER AND PUBLIC INFORM AND INFLUENCE DELIVERY OF RDN STRATEGY

- 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

- Understand regional research delivery learning and development needs and support the Life Science Key Account Manager 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 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 RESOURCES

- Assist or support with 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
- Participate in Annual Financial Planning and strategic funding review and allocation

- Provide support to ensure the RDN Life Science Key Account Manager Service manages its expenditure within the agreed budget and contributes towards the financial management as required
- To support on the development of productivity and efficiency outcomes for the RDN Life Science Key Account Manager Service
- Maintain and apply an 'expert' understanding of the National Contract Value Review principles and processes and their impact on regional partner organisations, including national costing methodology, internal disbursement requirements and invoicing which all support research capacity for life-sciences
- Be the regional points of escalation for financial concerns related to NCVR and taking necessary action to resolve
- Work with providers to ensure full commercial cost recovery takes place and provide expert advice on internal financial management for the commercial portfolio of work

PERFORMANCE MANAGEMENT

- Actively engage with and advise on opportunities for enhanced delivery of the NIHR Portfolio
- Lead engagement with requests from stakeholders and RDN to assist with troubleshooting study and portfolio performance across the region
- 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
- 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 need

INFORMATION & ADMINISTRATION RESOURCES

- The post holder 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
- Create, evaluate and analyse complex reports on Industry performance and be able to contribute to remedial action plans
- Create meaningful data reports for customers and be able to present the data concisely to different audiences

LIFE SCIENCES INDUSTRY

- Have a significant working knowledge of the National Contract Value Review
- Have significant experience of the services and tools the RDN provides to provide guidance and support to Life Sciences teams
- Actively collaborate with the Life Sciences teams 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
- 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 business development activities within the region as required by the RRDN Life Science Key Account Manager

PHYSICAL SKILLS

- Keyboard skills, use of IT equipment, including equipment used for delivering presentations. Light physical effort for short periods.

- Experience with Microsoft and Google suite platforms

PHYSICAL EFFORT

- 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.

WORKING CONDITIONS

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

PERSON SPECIFICATION

Job Title	Industry Manager
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING Post graduate qualification (e.g. Post Graduate Diploma) in a relevant subject or equivalent level of experience Project Management qualification or relevant experience	E	D
KNOWLEDGE/SKILLS Ability to engage effectively with clinicians and senior managers Research management and administration including governance, Sponsorship, costings, contracts, finance and clinical trial agreements Demonstration of strategic thinking and strategy development Demonstrate leadership and management skills and experience Proven written and verbal communication skills with different staff groups	E E E E	D
EXPERIENCE Experience of working in the health and care research sector, the health and social care service sector, academic environment or industry experience Experience of managing a customer-focused service Experience at project management, with a good understanding of the complexities involved Experience with Microsoft and Google suite platforms	E E	D D
PERSONAL ATTRIBUTES Excellent people skills and an ability to work with, and to influence, a wide range of people Independently and using initiative, to have the ability to plan and organise work programmes, and to adjust programmes as required ensuring effective delivery Flexibility to move quickly from one topic to another in a fast-moving environment Willingness to travel	E E E E	
OTHER REQUIREMENTS Ability to identify and analyse performance information, problems, or potential problems, which may be complex, and to offer relevant solutions Ability to create, interpret and present back to different audiences complex reports Ability to prepare and deliver presentations and reports to a high standard Ability to monitor performance against agreed goals, aims or targets and determine if targets and goals are on track Ability to prioritise competing demands, and to balance project development requirements with day-to-day operational needs Ability to work independently with initiative and maintain confidentiality Understanding of research governance issues and experience of developing NHS systems to implement proportionate systems Ability to work collaboratively across organisations and geographically dispersed teams Ability to manage own time and ensure deadlines are met by self and others Ability to work under pressure to achieve targets	E E E E E E E E E E	

WORKING CONDITIONS/HAZARDS		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
		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			