

JOB DESCRIPTION

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| **JOB DETAILS**  |  |
| **Job Title**  | Corporate Services Manager  |
| **Reports to**  | Head of Strategy Engagement and Inclusion  |
| **Band**  | Band 8a  |
| **Department/Directorate**  | Research & Development  |
| **Base**  | Contractual base can be either Truro, Plymouth, Exeter or Taunton, with regular travel to local and regional offices required'  |
| **Accountable For**  | Strategy Project Facilitator  |

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| **JOB PURPOSE**  |
| The Corporate Services Manager will play a central role to lead and direct the operational business planning and strategic financial management functions for the RRDN and will report to the Head of Strategy Engagement and Inclusion. The primary functions of this role will include RRDN performance monitoring, RRDN business and financial planning and reporting activities and strategic development. This role will be responsible for the delivery of key strategic projects for the RDN regionally. Projects will be varied in nature and feed into the RDN’s aim of creating capacity and capability in research delivery and the delivery of value for money and effective and sustainable improvements for research participants and the research delivery workforce.  The Corporate Services Manager will provide line management and supervision to the Strategy Project 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.  The postholder will be responsible for ensuring that appropriate methodologies for the collection, interrogation and interpretation of data are used and provide high quality reporting in a range of formats  |
| **KEY RESULT AREAS**  |
| **BUSINESS PLANNING** * Support on the management of RRDN plans and reports and produce any related documents to support the regional completion of associated plans and reports, in consultation with RRDN and/or RDNCC colleagues as appropriate
* Lead the internal review and quality assurance processes for RRDN plans and reports to meet national and regional requirements, and manage the approval process, including:

○ leadership and oversight of a review group, consisting of senior colleagues within the RRDN and RDNCC (as appropriate), to review the plans and reports ○ where not provided at a national level, the development and application of a robust set of review criteria to assess the appropriateness, quality and risk level of each plan ○ provision of expert input and advice to senior colleagues as appropriate to ensure that their review of RRDN plans is as effective and efficient as possible. * Lead on and coordinate the RRDN approval of plans and reports, to meet national requirements
* Maintain close links with the RDNCC Performance and Impact team, and other teams as relevant to ensure that national/standard planning and reporting processes and systems are understood and implemented locally
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| * Support the preparation and issue of any ad hoc and strategic calls for funding across the

RRDN * Facilitate strategic project implementation reviews by developing presentations and reports to present at internal and partnership events to raise awareness of the projects, highlighting local challenges and plans to address them

**OPERATIONAL MANAGEMENT**  * Responsible for managing the planning and reporting on a wide range of projects and business as usual activities across multiple organisations in the RRDN that will contribute to the priorities of the RDN
* Ensure programme, project, and business as usual deliverables are produced to the required quality, within a specified time frame and within budget
* Diagnose complex issues by analysing information and data, proactively problem-solving and negotiating in order to develop a solution
* Identify key potential risks in the delivery of programmes/projects/business as usual, and ensure strategies are in place to manage these
* Develop, maintain and monitor plans for programmes, projects and business as usual
* Coordinate the management and administration of Host Organisation contracts with Delivery Organisations
* Lead the management and monitoring of contract compliance in line with national requirements
* Lead, develop and implement business systems, management arrangements, policies and procedures for the RRDN relevant to the remit of this role
* Lead and coordinate the production of Business Continuity and Disaster Recovery plans in line with the Host Organisation and RDN national requirements
* Lead the corporate governance framework and coordinate committee and meetings management in line with the RDN governance arrangements
* Support processes to effectively manage and monitor risks and issues
* Support processes to effectively manage Information Governance and Information Security
* Line management responsibility for the Strategy Project Facilitator
* Ensure adherence to all RDN approaches and frameworks, and employers policies by all staff in the domains this role oversees

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| **KEY WORKING RELATIONSHIPS**   |
| * All Directors in the RRDN
* Head of Partner Liaison & Planning
* Finance Manager
* Life Science Key Account Manager
* Data and Analytics Senior Manager
* Study Participation Inclusion Manager
* Workforce and People Senior Manager
* RDN Heads of Strategy, Engagement and Inclusion
* RDN Corporate Services Managers
* Leaders in the Network Operations Directorate (RDNCC)
* NHS Trust Partners
* Non-NHS / Community Based Organisations

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| **ORGANISATIONAL CHART**  |
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| **FREEDOM TO ACT**  |
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| **FINANCIAL MANAGEMENT RESPONSIBILITIES**  |
| * Support development of business cases/options papers for senior RDN colleagues to inform decisions regarding RRDN funding
* Manage the budget for the Corporate Services and Strategic Projects domains
* Working with the RRDN Finance team and the RDNCC Finance and Contracts team to provide accurate financial analysis to inform strategic decision making
* Develop and maintain reporting solutions that meet the requirements of the RRDN finance team
* Effective management of any financial resources allocated to support strategic RRDN priorities
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| ● Support the delivery of financial balance through active and regular monitoring and management of expenditure, ensuring the services provided are sustainable and delivered within the budgetary constraints   |
| **PERFORMANCE MANAGEMENT**  |
| * Take oversight and responsibility for ensuring that national processes and systems for performance management are followed by all relevant organisations within the RRDN
* Where not nationally agreed, take a lead on the establishment of local (RRDN) systems and processes for RRDN performance monitoring, to ensure the RRDN Host Organisation Contract is delivered
* Ensure that nationally agreed data indicating RRDN Host, RRDN, RDN performance and/or RDN impact against nationally agreed indicators is available locally and nationally
* Identify service delivery issues or areas of underperformance and take appropriate actions in line with national requirements

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| **STRATEGIC LEADERSHIP**  |
| * Support the RRDN regional activities to ensure these align to and complement national strategies
* Facilitate the development and implementation of organisational level policies, strategies and plans in relation to key work streams, ensuring measurable outcomes are met
* Lead the development and implementation of organisational level policies, strategies and plans in relation to key work streams, ensuring measurable outcomes are met

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| **INFORMATION & ADMINISTRATION**  |
| * Where not available via national systems, lead and coordinate data analysis and reporting of RRDN data to support the operational management and strategic development of the RRDN
* Working with the RDNCC Data and Analytics team and RDNCC Performance and Impact team to provide accurate data and analysis to inform strategic decision making
* Lead and coordinate the effective use of RRDN information to support planning and reporting by the RRDN senior teams and delivery organisations (including primary care and wider community settings) and wider stakeholders, as needed, to meet national requirements

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| **SERVICE IMPROVEMENT & DEVELOPMENT**  |
| Undertake specific project work around the future direction of the organisation as required, with responsibility for developing the service through collaborative projects with the wider research community. This will include specific service redesign projects and workforce review    |
| **CONTINUOUS IMPROVEMENT**  |
| * Foster a culture of continuous improvement, encouraging team members to seek out opportunities for innovation
* Support Specialty and Setting leadership to contribute to regional and national improvement projects
* By adopting continuous improvement approaches and activities identify, develop, implement and support new processes or areas of good practice, where these do not adversely affect national processes/systems to enable the RRDN to be responsive to the needs of its customers by delivering streamlined, efficient and high quality services.
* Support the RDN Leadership Team to feed-back such continuous improvement initiatives to the RDN Board or other national RDN group, as appropriate
* As required, lead and facilitate projects identified as part of the Continuous Improvement Strategy

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| **COMMUNICATION & STAKEHOLDER MANAGEMENT (NHS AND NON-NHS)**  |

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| Work closely with the communications team to produce relevant communications in relation to RRDN business and financial planning and reporting activities Develop, communicate and present RRDN data across the RRDN region regarding capacity, capability and performance   |
| **ENSURING PATIENT, CARER AND PUBLIC INFORM AND INFLUENCE DELIVERY OF RDN STRATEGY**  |
| Support strategic planning to ensure it includes a broad group of stakeholders, prioritising patient participant inclusion  |
| **CORPOATE GOVERNANCE**  |
| Lead on processes for ensuring contract compliance with the RDN Performance and Operating Frameworks and associated documents Lead and develop effective arrangements for risk management and internal control so that risks can be assessed, managed and taken prudently and acting as lead contact for the corporate risk register; maintaining and updating the register ensuring risk assessment and mitigation actions are recorded Where not agreed at a national level, develop and implement strategies and systems for quality assurance, including audit and review of the work of the RRDN core team, providing feedback, development and support as necessary Where not available at a national level, develop and implement Standard Operating Procedures to ensure a standard approach to core RRDN business Maintain a working knowledge of current legislation regarding participation in research including Good Clinical Practice, Research Governance and the Data Protection Act   |
| **RESEARCH AND DEVELOPMENT/ 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 Hospital 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
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| 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**  |
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| **PHYSICAL EFFORT**  |
| Keyboard skills, use of IT equipment, including equipment used for delivering presentations. 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. Interruptions requiring immediate response    |
| **EMOTIONAL EFFORT**  |
| Operate with emotional intelligence in delivering complex information and in response to staff and stakeholder queries. As a line manager, lead sensitive performance related conversations. Imparting unwelcome news e.g. where performance targets not met, funding for strategic projects cease because of changing priorities   |
| **WORKING CONDITIONS**  |
| Normal working conditions for office-based staff. Travel to meetings within the RRDN area may be necessary   |
| **OTHER RESPONSIBILITIES**   |
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| **APPLICABLE TO MANAGERS ONLY**   |
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| **GENERAL**   |
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PERSON SPECIFICATION

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| **Job Title**  |   |

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|  | **Attribute**  | **Essenti****al**  | **Desirab****le**  |
|  | **Education and Qualifications**   |  |  |
|   | Masters level qualification or equivalent experience  | ✔ |  |
|   | Degree level qualification in a relevant subject or equivalent experience  | ✔ |  |
|   | Project management qualification or equivalent experience  | ✔ |  |
|   | **Knowledge and Experience**  |  |  |
|   | Experience of NHS management and research infrastructure  | ✔ |  |
|   | Experience of acting in a senior management capacity, including experience in overseeing organisational planning and reporting activities  | ✔ |  |
|   | Experience of working across complex organisational structures and effective matrix management  | ✔ |  |
|   | Extensive experience of business planning and robust financial management at appropriate scale  | ✔ |  |
|   | Experience of managing staff  | ✔ |  |
|   | Experience of using IT systems for information dissemination and to monitor performance  | ✔ |  |
|   | Knowledge and experience of delivering projects with a range of project management methodologies/techniques  | ✔ |  |
|   | **Skills and Abilities**  |  |  |
|   | Lead on and take oversight of network wide plans, with specialist skills to manage, adjust and deliver complex projects, involving multiple agencies and individuals and a broad range of activities, to tight deadlines  | ✔ |  |
|   | Specialist knowledge and understanding of quality assurance and performance management techniques  | ✔ |  |
|   | Highly developed 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  | ✔ |  |

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|   | Ability to prepare and deliver presentations and reports to a high standard  | ✔ |  |
|   | Demonstrable ability to analyse and interpret highly complex information and to make judgements regarding a range of highly complex management issues  | ✔ |  |
|   | Strong problem solving skills  | ✔ |  |
|   | Self-motivated with strong analytical and problem-solving skills, the ability to think laterally and work with minimal day-to-day supervision  | ✔ |  |
|   | Demonstrable ability to communicate highly complex, sensitive or contentious information orally and in writing, both internally and externally, to a range of audiences  | ✔ |  |
|   | Extensive experience of project management experience in a leadership capacity, delivering complex projects involving multiple agencies and individuals to tight deadlines  | ✔ |  |
|  | **Values and Personal Qualities**  |  |  |
|   | Flexible approach to working and enthusiastic attitude towards challenges  | ✔  |  |
|   | Meticulous attention to detail, exhibiting thoroughness and efficiency  | ✔ |  |
|   | Acts as a champion for patients, carers, the public and their interests, ensuring the public voice has an impact on RDN activities  | ✔ |  |
|   | Constantly strives for improvement, bringing a 'can do' attitude and seeking out innovation  | ✔ |  |
|   | Goal-oriented, with a focus on tangible results that are aligned with overarching national objectives  | ✔ |  |
|   | Committed to ongoing learning and development, proactively seeking opportunities for personal and team growth  | ✔ |  |
|   | Takes a professional approach to all interactions, remaining diplomatic under pressure and fostering a solution-focused environment  | ✔ |  |
|   | Prepared and able to travel to different locations across the region and nationally to attend meetings and conferences  | ✔ |  |
|   | Highly motivated with the ability to lead and inspire others, internally and externally to the organisation  | ✔ |  |
|   | Promotes inclusion within and beyond the organisation, listening to, involving, respecting and learning from the contribution of others  | ✔ |  |
|   | Role models and works in accordance with the values of the RDN and the employing NHS trust  | ✔ |  |

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|  | **FREQUENCY****(Rare/ Occasional/ Moderate/ Frequent)** |
| **WORKING CONDITIONS/HAZARDS** | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** |  |  |  |  |
| Laboratory specimens |  |  |  |  |  |
| Contact with patients |  |  |  |  |  |
| Exposure Prone Procedures |  |  |  |  |  |
| Blood/body fluids |  |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) |  |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) |  |  |  |  |  |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel) |  |  |  |  |  |
| Animals |  |  |  |  |  |
| Cytotoxic drugs |  |  |  |  |  |
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| **Risks requiring Other Health Surveillance** |  |  |  |  |
| Radiation (>6mSv) |  |  |  |  |  |
| Laser (Class 3R, 3B, 4) |  |  |  |  |  |
| Dusty environment (>4mg/m3) |  |  |  |  |  |
| Noise (over 80dBA) |  |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) |  |  |  |  |  |
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| **Other General Hazards/ Risks** |  |  |  |  |
| VDU use ( > 1 hour daily) |  |  |  |  |  |
| Heavy manual handling (>10kg) |  |  |  |  |  |
| Driving |  |  |  |  | x |
| Food handling |  |  |  |  |  |
| Night working |  |  |  |  |  |
| Electrical work |  |  |  |  |  |
| Physical Effort  |  |  |  |  | x |
| Mental Effort  |  |  |  |  | x |
| Emotional Effort  |  |  |  |  |  |
| Working in isolation |  |  |  |  |  |
| Challenging behaviour |  |  |  |  |  |