SHAPE OUR SUCCESS

JOIN OUR REMARKABLE COMMUNITY AS AUDITORY IMPLANT SERVICE DIRECTOR (ENTERPRISE)
Thank you for your interest in the position of Auditory Implant Service Director (Enterprise) at the University of Southampton.

For over 30 years, the University of Southampton Auditory Implant Service (USAIS) has been transforming lives by providing a high-quality service for infants, children, teenagers and adults who require implantable hearing devices or other specialist audiology services. The unique location within the University of Southampton provides opportunities for collaboration and high-impact research to improve patient care. We are looking for a new Director to take the service forward at a time when the benefits of auditory implantation have been opened to more people than ever before.

We believe that providing a gold-standard clinical service puts the patient at the heart of everything we do. A key part of this is the application and development of clinical research to improve the outcomes and experiences of patients who come to our centre. We are lucky that we work within the University; this means we can often translate research findings quickly into benefits for deaf people.

At Southampton, our aim is to change the world for the better. Bringing together realms of research, creativity and knowledge, we are focused on having a truly collaborative, immersive and groundbreaking impact. We care about the challenges that humanity is facing and work to support others on both a local and global scale.

Our Strategy, with people at its heart, encapsulates the Triple Helix of excellence that is research-education-knowledge exchange and enterprise, which makes the Southampton offer distinctive.

Since the launch of our Strategy in January 2021, we have seen an increase in momentum towards our goals. We have launched significant investment projects on our campuses to develop our estate, provided more support to students and staff, and are working towards greater recognition for successes within our community.

It is important that we find the right person for this role, whatever their circumstances. We will endeavour to be as flexible as possible to consider individual requirements and circumstances to find the optimum solution for the successful applicant.

Please see page 8 for more information on equality, diversity and inclusion.
Together we can make a real impact on the future.

Our University community is committed to the highest quality in everything we do. We have a global reputation for our passion and ability to work collaboratively in delivering world-class education, research and innovation that makes a real impact on society’s biggest challenges.

To meet those challenges head-on, we must have a team that is reflective of society and our students. We strive for greater inclusivity in our community. Diversity is a strength and makes us more creative, accelerating our impact on society. We celebrate an equal and respectful environment in which people from all walks of life and backgrounds are welcome to join us.

Our people inspire and empower one another to share and apply their knowledge to transform lives. They are key to what we do, and who we are. Working collaboratively and fostering a culture of transformational leadership are two of our five core values. These values form part of our University Strategy and are there to help us achieve our overall purpose and vision: to inspire excellence, achieve the remarkable and build an inclusive world. Find out more about our values on page six.

Our exceptional students share in the journeys of discovery and become confident thinkers who can realise their full potential. We attract high-quality students from over 130 countries, and educate students through University of Southampton Malaysia and collaborations with prestigious partners globally.

As our students become graduates of the University, they join our wider global community of over 265,000 alumni, with access to a network that can provide further opportunities across the world.

As a forward-thinking institution, we will strengthen our reputation, increasing our national and international rankings to secure a position in the top 10 in the UK and strengthen our position in the top 100 internationally. Our strong research partnerships, public engagement and achievements in entrepreneurial activities have been recognised in our very strong all-round performance in the first and second Knowledge Exchange Framework (KEF) exercises.

Collaborate with us: together we advance.

Find out more

The University Strategy

USAIS provides life-changing implantable hearing technology to potential recipients over a large region across the South of England, supported by the NHS commitment to providing cochlear implant and related devices to those who need them and supporting their life-long hearing healthcare. We assess up to 200 patients per year who are referred to our service to find out if auditory implantation is the right solution for them, and we provide support for over 2000 auditory implant recipients (a figure which continues to grow). This brings its own set of unique challenges, but USAIS is pro-active in managing increasing numbers, for example by offering remote care to patients where clinically appropriate, using novel ways to ensure long-term care is effectively targeted, as well as by utilising specialist research to better inform long-term care, and by providing manufacturer-led repairs services for auditory implant devices.

USAIS at a glance

- There are >2000 active patients in our care, with many more having received specialist services at USAIS in the past.
- We undertake over 70 operations per year, including >140 first-time recipients of cochlear implants or bone conduction implants.
- We undertake over 6,000 patient appointments per year.
- We work with patients and their families in our centre, at a range of local hospital sites and through the provision of domiciliary/outreach care and at satellite sites.
- A large proportion of USAIS staff are actively involved in student teaching, research and research supervision as well as direct clinical care.
- We contribute to UK-wide and international clinical trials and research studies, as well as working with other University departments to run focused research studies in a diverse range of areas.

Our University community is committed to the highest quality in everything we do. We have a global reputation for our passion and ability to work collaboratively in delivering world-class education, research and innovation that makes a real impact on society’s biggest challenges.

To meet those challenges head-on, we must have a team that is reflective of society and our students. We strive for greater inclusivity in our community. Diversity is a strength and makes us more creative, accelerating our impact on society. We celebrate an equal and respectful environment in which people from all walks of life and backgrounds are welcome to join us.

Our people inspire and empower one another to share and apply their knowledge to transform lives. They are key to what we do, and who we are. Working collaboratively and fostering a culture of transformational leadership are two of our five core values. These values form part of our University Strategy and are there to help us achieve our overall purpose and vision: to inspire excellence, achieve the remarkable and build an inclusive world. Find out more about our values on page six.

Our exceptional students share in the journeys of discovery and become confident thinkers who can realise their full potential. We attract high-quality students from over 130 countries, and educate students through University of Southampton Malaysia and collaborations with prestigious partners globally.

As our students become graduates of the University, they join our wider global community of over 265,000 alumni, with access to a network that can provide further opportunities across the world.

As a forward-thinking institution, we will strengthen our reputation, increasing our national and international rankings to secure a position in the top 10 in the UK and strengthen our position in the top 100 internationally. Our strong research partnerships, public engagement and achievements in entrepreneurial activities have been recognised in our very strong all-round performance in the first and second Knowledge Exchange Framework (KEF) exercises.

Collaborate with us: together we advance.

Find out more

The University Strategy

USAIS provides life-changing implantable hearing technology to potential recipients over a large region across the South of England, supported by the NHS commitment to providing cochlear implant and related devices to those who need them and supporting their life-long hearing healthcare. We assess up to 200 patients per year who are referred to our service to find out if auditory implantation is the right solution for them, and we provide support for over 2000 auditory implant recipients (a figure which continues to grow). This brings its own set of unique challenges, but USAIS is pro-active in managing increasing numbers, for example by offering remote care to patients where clinically appropriate, using novel ways to ensure long-term care is effectively targeted, as well as by utilising specialist research to better inform long-term care, and by providing manufacturer-led repairs services for auditory implant devices.
Our values provide the lens through which we make decisions, guiding our actions, collective behaviours and systems. They are integral to our purpose of building an inclusive community that makes positive change.

We are ambitious, both personally and institutionally, which requires us to be collaborative and collegial. As a community of talented individuals, our systems need to enable and empower us. Our community upholds academic freedom and develops through constructive, civil debate. Ensuring different views are heard allows us to make the best decisions.

People are at the core of our Triple Helix

Our highly-ranked education, research and knowledge exchange and enterprise (KEE) are already distinctively intertwined.

By strengthening and increasing these links, our Triple Helix approach will achieve greater impact and accelerate new ways to tackle the world’s most complex problems. This scaling up is a challenging goal we commit to achieve; its reach and ambition sets us apart.

Our annual Vice-Chancellor’s Awards recognise and celebrate the exceptional contributions made by our staff during the academic year.

Our staff and students at Winchester School of Art collaborated with fashion designer Liang Mingyu for her sustainability sculpture, ‘Masai Mara’, as part of their ‘Itinerant Objects’ programme for Tate Exchange.

Dr Kamil Zwolski, Associate Professor in International Politics, was awarded a prestigious National Teaching Fellowship in 2022 for his innovative approach to teaching.

Collaborations with prestigious partners such as the Singapore Institute of Management allow students to study a wide range of subjects and undertake research in an international environment.
EQUALITY, DIVERSITY AND INCLUSION

It matters to us in all that we do.

At the University of Southampton, we believe that we can only truly play our part in supporting society if we are reflective of society. We are therefore passionate about creating a working environment in which you are free to bring your whole self to work.

We are focused on creating supportive workplaces for all where discrimination has no place. The way in which you choose to live your life has no bearing on your ability to do your job. Likewise, age, gender, disability, sexual orientation, religion, social background, ethnicity or any other identifying factor will never be a consideration here. Instead, we are determined to always treat our staff equally, fairly and with respect.

We welcome people from all walks of life, and as such, we champion a uniquely diverse working environment in which every colleague is able to excel, regardless of their background or their life choices. Quite simply, we want to attract like-minded people to our team – people who care about the world, and who share our passion for creating an innovative and forward-thinking learning and research environment.

We are proud to support many staff and student networks, and we encourage these groups to get involved in helping us create a forward-thinking and desirable workplace. We are a Stonewall Diversity Champion and we are immensely proud to have been awarded an institutional Athena SWAN silver award, which underpins our pledge to improve equality for women. We are also delighted to have received the Race Equality Charter bronze award from Advance HE, which recognises that we have a solid foundation for eliminating racial inequalities and developing an inclusive culture that values all staff and students.

We also support flexible working and are proud of our open and supportive working environment, with options such as job shares available, we ensure opportunities are equal and focused on the needs of our colleagues. We know that change and improvement is a continual process, and our community is a big part of this, so we always want to hear from our staff about how we can create the best possible working experience.

Find out more

Creating an inclusive community
The University of Southampton Auditory Implant Service (USAIS) is a not-for-profit clinical Enterprise Unit within the Faculty of Engineering and Physical Sciences (FEPS) which provides specialised assessment, treatment, and rehabilitation for deaf and hearing-impaired people across the South of England and beyond. This post will be vital in developing the service during a period of expansion and widened candidacy criteria for those needing cochlear implantation, as well as a growing demand for other types of hearing implant service, while maintaining the units’ excellent reputation as a clinical service provider based in a Russell Group University.

OVERVIEW OF THE ROLE

USAIS has an annual turnover of £9 million and is commissioned by National Health Service (NHS) England to provide assessment, treatment, rehabilitation, and life-long support for auditory implant (cochlear implant, bone conduction hearing implant and middle ear implant) users. It also undertakes expert private clinical and consultation work. The Unit contributes to education across the University of Southampton, with many staff supporting the educational experience at both undergraduate and postgraduate level. USAIS also undertakes funded research and consultancy activities and works with academic partners on funded research and consultancy projects.

We are looking for an enthusiastic, motivated and experienced Service Director, who can take the service forward at a time when the UK and international sector has seen rapid growth in the take-up of implantable hearing technologies. You will play a key role in both leading and developing this large and successful clinical service, by supporting innovative, patient-centred and evidence-based approaches to patient care and service delivery. You will be responsible for managing a variety of staff and services, implementing a vision that ensures a positive and high-performing culture, and for developing and implementing a long-term strategy to ensure that the service, and the patients it supports, flourish long into the future.

How to apply

For a conversation in confidence or details of how to apply, please contact

Mark Holleran
mholleran@talentedu.co.uk
020 3190 3907

The closing date for receipt of applications is midnight (GMT) on 21 April 2024.

To apply for the role please send your CV and Cover Letter directly to mholleran@talentedu.co.uk.

Interviews are scheduled to take place in person on 7 June 2024.

The University of Southampton Auditory Implant Service (USAIS) was established in 1990 to help severely to profoundly deaf adults and children. USAIS supports over 2000 patients with cochlear implant, bone conduction hearing implants or middle ear implants and also provides specialist hearing, balance and tinnitus services.

ais.southampton.ac.uk
**ROLE OF AUDITORY IMPLANT SERVICE DIRECTOR (ENTERPRISE)**

Job purpose
As the Director of the Service and CQC-registered manager, the post-holder will oversee the delivery of the University of Southampton Auditory Implant Service (USAIS) ensuring the provision of safe, effective and high-quality clinical care.

Delivering through comprehensive strategic partnerships with multiple healthcare providers; commissioners and stakeholders, both internal and external to the University.

**Main Roles and Responsibilities**

**Strategic Management**
- To ensure the effective use of all resources with accountability to both the University of Southampton (UoS) and NHS England, along with other relevant governance organisations.
- Identify and implement service improvement and innovation in conjunction with comprehensive financial analysis.
- Work strategically with NHS Colleagues, Consultants, and the Senior Leadership Team (SLT) in the collaborative development of USAIS as a vision for all staff that ensures positive, high-performing, productive and supportive culture.
- Critically evaluate and review the structure and resources required to support consistent development and delivery of USAIS.

**Quality Assurance and Governance**
- Act as key figurehead for USAIS, promoting and developing USAIS position and a centre of excellence with a high reputation in the UK and beyond. Work with wider UK and international audit teams to promote collaborative practice.
- Network and build effective relationships in US, external professional groups, organisations and stakeholders with regards to shaping the future of the service delivery.

**Leadership**
- Provide senior leadership and overall general management for USAIS in collaboration with UoS to ensure effective communication and understanding between Faculty of Engineering and Physical Sciences (FEPS), Medicine and Senior Faculty Members.
- Provide a clear sense of purpose and leadership by being visible and accessible to staff, patients and UoS colleagues.
- Mobilise and facilitate senior clinical and technical staff to promote and support complex multidisciplinary clinical service decisions.

**Opportunity Management**
- Over a £3 million budget, support the Associate Director of Operations and oversee the contracts, commissioning and procurement of high specialist implants, devices, personnel and all associated items for patient equipment, clinical equipment and IT systems.
- Ensure that staff are aware of audit requirements relating to these policies and that they are built into the Service Improvement Plan so that the audit programme is robust and assessed regularly.
- Monitor and review the effectiveness of service delivery and quality assurance through detailed statistical analysis, auditing effectiveness and clinical outcomes, producing comprehensive management reports including implementation plans and recommendations.
- Overall responsibility for driving innovation and modernisation. To work with the SLT to support service development and growth, achieving high performance targets in line with local and national agreements/National Institute for Health and Care Excellence (NICE).
- Implement effective commissioning arrangements with internal and external stakeholders. Monitor and anticipate capacity and demand issues, identify problems at an early stage and institute corrective action.
- Critically evaluate and regularly review the USAIS structure and resources, to ensure it has the correct level of knowledge, skills and expertise to support consistent delivery and development of the USAIS Business Plan.
- Identify and implement cost-efficiency savings targets.
- Take management responsibility for Management and Service Lead and assume delegated accountability for the budget.

**Staff Performance, Training and Wellbeing**
- Provide leadership throughout the employee lifecycle. To develop the capabilities of both existing and new staff, and team, developing talent and succession planning to meet operational and strategic needs.
- Utilise mentoring and coaching skills and/or providing workplace-based guidance as necessary, supporting Equality Diversity and Inclusion, workload and wellbeing agendas.
- Ensure staff are fully empowered to deliver continuous high-quality care and are accountable for service improvement at a local level.

**Qualifications, knowledge and experience**

**Essential**
- Proven track record of successful and sustained management in an NHS Foundation Trust or similar organisation.
- Proven experience of managing a major service.
- Good knowledge and understanding of how specialised services are delivered across the University.
- Substantial leadership and management experience, able to lead and develop diverse teams, empowering and supporting people.
- Experience in developing creative solutions to problems.
- Involvement in health service development and reconfiguration.
- Experience of leading capacity planning, influencing behaviours of multiple stakeholders.
- Postgraduate qualification and/or equivalent professional qualifications and managerial experience in a clinical service, for example: master’s degree in healthcare management, or demonstrable ability to work at master’s level.

**Desirable**
- MBA/MPR in relevant field.
- Membership of national or international advisory bodies delivering clinical care.
- Commitment to maintaining professional knowledge and awareness through continuing personal and professional development.
- Involvement in national and international research and development activities.

**Planning and Organising**
- Proven ability to establish and build major relationships with stakeholders.
- Able to contribute to the development of the University’s profile in the UK and internationally.
- Proven ability to influence to develop policies or strategies.
- Well-developed presentation skills to a broad range of audiences.
- Strong verbal and written communication skills to be able to communicate clearly and sensitively.
- Excellent interpersonal skills.

**Other skills and behaviours**
- Apply and actively promote equality, diversity and inclusion principles and the responsibilities of the role.
- As a senior leader, role model the Southampton Behaviours (see appendix i) and work with the management team to embed them as a way of working within the directorate.
- Compliance with relevant Health & Safety issues.
We are very excited to be investing over £40m in our sports facilities. The new building has been designed to be inclusive to all potential users, to connect to the outdoors, increase natural light, and to help meet our Low Carbon Target. The new sports facility is due to be open to users in 2024.
OUR CAMPUSES

We have six campuses in Southampton, one in Winchester and one in Malaysia. Each has its own personality, world-leading facilities and specialisms.

**Highfield Campus**
Our main campus, Highfield, is the largest of our campuses, and the heart of the University. It is home to many of our state-of-the-art research and teaching facilities, and combines a lively and exciting atmosphere with calm, green surroundings.

With cafes, shops, concert halls, gyms and even a student cinema alongside academic facilities, Highfield is a hub of activity.

This is also where we are planning significant improvements to our student sports facilities, including a major expansion of the popular Jubilee Sports Centre.

**University Hospital Campus**
University Hospital Southampton is the main site for the study of medicine and healthcare. It hosts a purpose-built research hub, and is also home to the University’s dedicated Centre for Cancer Immunology - the first of its kind in the UK. This site will soon see the development of a new medical health research building.

**Boldrewood Innovation Campus**
Boldrewood is the base for engineering studies and research. Facilities include laboratories for studying unmanned aerial vehicles (UAVs), fluid dynamics and high-performance sports, a driving simulator, flight simulators, design studios, a 138m towing tank and our £48m National Infrastructure Laboratory (NIL). The NIL houses five new engineering laboratories, including a 30m x 15m large structures testing laboratory and a cutting-edge geotechnical centrifuge.

**Waterfront Campus**
Based at the National Oceanography Centre Southampton is one of the world’s leading research centres for the study of ocean and Earth science, with facilities including the Coral Reef Laboratory, a multi-use research aquarium, our 19.75m purpose-built catamaran and the National Oceanographic Library.

With 200m of access to the waterfront, the Campus is also the operational base for the Natural Environment Research Council’s (NERC) UK fleet of deep-sea research vessels, giving us unique access to research cruises all over the world.

**Avenue Campus**
Just a few minutes’ walk from Highfield, and on the edge of Southampton Common, Avenue Campus is the base for our humanities subjects. Avenue has its own lecture theatres and catering facilities, plus a purpose-built £3m archaeology building and a new interactive digital humanities hub.

**City Centre Campus**
In the heart of the Cultural Quarter in the city centre, our Sir James Matthews Building offers updated teaching and learning spaces alongside facilities for meeting local and regional civic partners. The building also includes a student enterprise zone and an artisan cafe.

A short walk across Guildhall Square from the Sir James Matthews Building is the University’s John Hansard Gallery, one of the UK’s leading contemporary art galleries, which plays a dynamic role in the cultural life of Southampton and the region.

**Winchester Campus**
Based in the historic city of Winchester, our specialist arts campus, Winchester School of Art is home to a vibrant community of over 1,300 art and design students. With creative ambition at its core, WSA offers cutting-edge resources and facilities including specialist computer suites, photography studios, laser cutting, 3D printing and more.

The University is planning to expand its presence in Winchester, with an exciting opportunity from Winchester City Council.

**University of Southampton Malaysia**
In 2021, we relocated our campus in Malaysia to a brand new estate with state-of-the-art laboratories, upgraded facilities, and improved learning and recreational spaces.
THE UNIVERSITY AND ITS REGION

Our foundations and heritage make the University a gateway to the world and our Strategy emphasises our commitment to ‘place’ and being a civic university. We are deeply committed to Southampton as a city of culture and across the region will further develop our civic role of making a positive impact.

Being a civic university allows us to rethink how we contribute to our region, so that civic engagement can become hardwired into institutional culture.

Articulation of the benefit the University brings to the region through the productive relationships we have with local and regional government, will help mobilise a community of supporters to benefit all communities. Over 50 per cent of our UK-based alumni (over 80,000 people) live within 50 miles of the University alongside ‘friends’ who support us philanthropically and through collaboration.

Underpinned by the four pillars of the Civic Charter – Place, People, Partnerships and Impact – we will work together with our friends and civic partnerships to improve the lives and environment of people across diverse communities in a just and responsible way.

The University will become a truly integrated part of its local communities.

Southampton

Southampton is a fantastic place in which to live, work and socialise. Regardless of what life stage you are at, you will find a dynamic and vibrant city that caters for all. With an enviable location on the coast, yet just over an hour from London, the region combines incredible natural beauty with a thriving social scene – making it a desirable place to live! As an ethnically rich city that is growing rapidly, Southampton is benefitting from considerable investments in the region.

The city centre is currently thriving thanks to over £600m of regeneration plans and projects, including the historic Bargate Quarter, with new hotels, homes and transport links. This is a city of growth and transformation, and it is an exciting time to be here.

There is something for everyone in Southampton and the surrounding areas. For outdoor enthusiasts, water sports, sailing and ocean racing are easily available, while the beautiful New Forest National Park is just 30 minutes away. With many excellent local schools and nurseries, families will find a fantastic quality of life, while there’s a thriving LGBTQ+ social scene. Multiple faiths are celebrated in the city, and the rich cultural heritage of Winchester is just on our doorstep.

Winchester

On the edge of the South Downs National Park, England’s ancient capital, Winchester, is steeped in history and is complemented by a lively atmosphere and a wide variety of pubs and restaurants, museums, theatres and galleries. With direct rail links to London, our Winchester School of Art campus is one of the UK’s leading art and design institutions.

*Good Growth for Cities Index, January 2021, DEMOS-PwC