

# Job Description and Person Specification

Last updated: 08<sup>th</sup> August 2024

## JOB DESCRIPTION

Post title:	<b>Innovation and Business Transformation Manager</b>		
Academic Unit/Service:	School of Healthcare, Enterprise, and Innovation / NIHR Evaluation, Trials, and Studies Coordinating Centre (NETSCC)		
Faculty:	Medicine		
Career Pathway:	Management, Specialist and Administrative (MSA)	Level:	4
*ERE category:	N/A		
Posts responsible to:	Senior Innovation and Business Transformation Manager		
Posts responsible for:	N/A		
Post base:	Office-based with hybrid working options available		

<b>Job purpose</b>
The Innovation and Business Transformation team supports the development and delivery of systems and business processes, project management and continuous improvement activity within one of the delivery centres for the National Institute of Health and Care Research (NIHR). The Innovation & Business Transformation Manager is responsible for supporting and managing business development and transformation activities across NETSCC and the wider NIHR.

Key accountabilities/primary responsibilities	% Time
1. Support a portfolio of strategic projects and change initiatives across the centre and the NIHR, and produce management information, reports, briefings, and presentations as required to keep stakeholders engaged, informed, and updated. Proactively work with colleagues across work areas to achieve aims and deliver outcomes.	<b>40%</b>
2. Foster a culture of innovation and continuous improvement within the co-ordinating centre, promoting and supporting the interaction between digital and technology teams and the teams responsible for delivery of the NIHR research activity.	<b>15%</b>
3. Analyse and evaluate issues and problems identified by the business, using specialist knowledge to identify opportunities for optimisation and improvement, and recommend appropriate solutions. Engage and collaborate with stakeholders across all areas of the centre, the NIHR and with other delivery partners and funders to support the identification, definition, and prioritisation of improvement initiatives.	<b>15%</b>
4. Maintain a strong understanding of business process, technology trends and the health and social care research landscape and undertake horizon scanning for new relevant	<b>15%</b>

practises and technologies and assess their potential impact, producing reports and presentations of findings as required	
5. Provide line or operational management, as agreed, and required by development and delivery areas and activities.	<b>10%</b>
6. Any other duties as allocated by the line manager, following consultation with the post holder.	5%

<b>Internal and external relationships</b>
Internal: Colleagues within the School of Healthcare, Enterprise, and Innovation, Faculty of Medicine, and the wider University External: Colleagues in NIHR coordinating centre and Research Delivery Network, Department of Health and Social Care, representatives from other UK and International research funders, and a wider range of customers and stakeholders including researchers and evidence users.

<b>Special Requirements</b>
The postholder will need to be able to operate confidently and productively with multiple stakeholders and with minimal supervision; a high degree of independence is required. Flexible working is required to manage and respond professionally to deadlines. Post holder may be required to undertake planned UK travel; to attend meetings, events, or conferences with occasional overnight stays.

## PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge, and experience	<p>Skill level equivalent to achievement of HND, Degree, NVQ4 or basic professional qualification.</p> <p>Recognised qualification in project management (APM, PRINCE2, Agile)</p> <p>Proven project and change management skills to include:</p> <ul style="list-style-type: none"> <li>· theoretical and practical aspects of project and change management.</li> <li>· project and change management techniques and tools.</li> </ul> <p>Proven experience of working in cross-functional teams to deliver innovation / change initiatives and business transformation activities.</p> <p>Understanding of how the specialist services provided by the post-holder support the objectives of the NIHR and University.</p> <p>Able to apply an awareness of principles and trends in this field and an awareness of how this affects activities in the centre.</p> <p>Fully conversant with Microsoft Office suite and Google Workspace.</p>	<p>Recognised qualification in change management.</p> <p>Demonstrable experience in a project role in a large organisation.</p> <p>Proven success in managing multiple initiatives and activities concurrently.</p> <p>Experience in use of Jira or similar project planning software.</p> <p>Understanding of health and social care delivery and/or research.</p>	Application and Interview
Planning and organising	<p>Able to plan and organise individual and/or team activity with an appreciation of longer-term issues, ensuring plans complement and feed into broader operational plans.</p> <p>Able to demonstrate agile and adaptive approaches to managing projects and activities.</p> <p>Able to prioritise tasks and stakeholder requirements including proven ability to manage conflicting priorities.</p> <p>Thoroughness, accuracy, and attention to detail.</p>		Application and Interview
Problem solving and initiative	<p>Ability to develop understanding of standard business processes/ long-standing and complex problems and develop / identify opportunities for improvement.</p> <p>Ability to think creatively and champion innovation within the organisation.</p>	<p>Ability to identify and understand emerging trends and technologies in the management of health and social care research.</p>	Application and Interview

	<p>Ability to adapt to change and navigate through ambiguity.</p> <p>Strong analytical skills with a logical approach to problem solving.</p> <p>Able to identify programme/project requirements and apply a methodical approach to meeting them.</p>		
Management and teamwork	<p>Able to proactively work with colleagues across the organisation to achieve outcomes.</p> <p>Able to delegate and distribute effectively, understanding the strengths and weaknesses of team members to build effective teamwork.</p> <p>Able to formulate development plans for own staff to meet required skills.</p>	<p>Experience of successfully managing and developing staff.</p> <p>Experience of working in Matrix Management environments.</p>	Application and Interview
Communicating and influencing	<p>Excellent communication and collaboration skills, with the ability to engage and influence stakeholders and negotiate successfully across different functional boundaries and with staff at different levels.</p> <p>Ability to present complex information in an audience-appropriate way.</p> <p>Able to provide expert guidance and advice to colleagues to resolve complex issues.</p> <p>Able to resolve tensions and difficulties as they arise.</p>	Experience of working pro-actively and in partnership with colleagues across a large organisation to achieve outcomes.	Application and Interview
Other skills and behaviours	<p>Self-motivated and proactive; able to work with minimal guidance to deliver results.</p> <p>Demonstrate behaviour that is consistent with the HEI values: Collaboration, Excellence Impact, Inclusion and Effectiveness.</p>	A commitment to continuous learning and maintaining awareness of latest trends and best practice.	Application and Interview
Special requirements	Occasional requirement to work and stay away from Southampton.		

## JOB HAZARD ANALYSIS

**Is this an office-based post?**

X Yes	If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below.
<input type="checkbox"/> No	If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder.

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

ENVIRONMENTAL EXPOSURES	Occasionally (<30% of time)	Frequently (30-60% of time)	Constantly (> 60% of time)
Outside work			
Extremes of temperature (eg: fridge/ furnace)			
## Potential for exposure to body fluids			
## Noise (greater than 80 dba - 8 hrs twa)			
## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below:			
Frequent hand washing			
Ionising radiation			
<b>EQUIPMENT/TOOLS/MACHINES USED</b>			
## Food handling			
## Driving university vehicles (e.g., car/van/LGV/PCV)			
## Use of latex gloves (prohibited unless specific clinical necessity)			
## Vibrating tools (eg: strimmers, hammer drill, lawnmowers)			
<b>PHYSICAL ABILITIES</b>			
Load manual handling			
Repetitive crouching/kneeling/stooping			
Repetitive pulling/pushing			
Repetitive lifting			
Standing for prolonged periods			
Repetitive climbing (ie: steps, stools, ladders, stairs)			
Fine motor grips (eg: pipetting)			
Gross motor grips			
Repetitive reaching below shoulder height			
Repetitive reaching at shoulder height			
Repetitive reaching above shoulder height			
<b>PSYCHOSOCIAL ISSUES</b>			
Face to face contact with public			
Lone working			
Shift work/night work/on call duties			