RCoA
Royal College of Anaesthetists

Research Manager

Directorate:	Clinical Quality and Research
Reports to:	Head of Research
No. of Direct Reports:	4
Grade:	4

1.1 Job purpose

The purpose of this role is to manage the day-to-day running of a large national healthcare audit and to oversee and provide management support to research projects and their respective working groups within the department. This will include leading on administrative processes, operational and developmental work and the line management of staff.

1.2 Key tasks and responsibilities

Project Management and Governance Responsibility
- Provide day-to-day project management and administrative support to the National Emergency Laparotomy Audit (NELA), including system support for data collection platforms
- Provide day-to-day project oversight and administrative input to the RCoA National Audit Projects (NAPs), Sprint National Anaesthesia Projects (SNAPs), Perioperative Quality Improvement Project (PQIP) and other NIAA & HSRC work-streams
- Ensure delivery of agreed NELA contractual deliverables in conjunction with the Project Team
- Monitor income and expenditure for NELA project, notifying the Finance Director, Head of Research and Associate Director of Clinical Quality & Research of any changes to budget
- Work closely with project sub-contractors to ensure task completion specifically (e.g. data linkage, IT solutions, data collection)
- Manage regular reporting mechanisms to support project and information governance
- Oversee NELA web tool development, implementation and updates
- Prepare and deliver materials as required to support the project (statistics, presentation slides, web updates, FAQs, user guides) and ensure relevant materials remain up to date
- Responsible for handing confidential project data and coordinating uploads to external platforms
- Capture all change requests and ensure the Project Team remain aware of these

Function and Operational Responsibilities and Areas of Management
- Lead secretary to audit-related committees and ad hoc groups, including approval of agendas, associated papers and minutes and overseeing delivery of meeting actions
- Draft strategy proposals and public documentation, including proof-reading and working with internal and external contacts to rectify errors
- Provide assistance in obtaining compliance of Research department projects with national information governance standards (e.g. Data Protection Act, National Information Governance Board Section 251 approval, Research Ethics approval)

- Review legislation and national initiatives to identify implications for RCoA research projects and report these to respective groups
- Assist with Data Linkage procedures for various Research department projects

Relationship Management / Customer Service Management
- Act as the first point of contact for key NELA stakeholders and commissioners (HQIP), and ensure adherence to Standard Reporting Procedures
- Maintain and develop all stakeholder networks (e.g. NELA), including maintenance of up to date contacts lists and ensuring regular communication of the projects progress to all internal and external stakeholders
- Oversee research helpdesks and be proactive in dealing with user issues
- Coordinate any local training required for the project
- Oversee organisation of all research events at regional and national level, taking responsibility for the smooth running of the events in liaison with the Facilities and Events teams
- Represent the department at both internal and external events, including manning RCoA stands

People Management, Relationships, Collaboration and Team Working
- Supervise and be accountable for the workload and output of the Research team
- Provide direction, support and constructive feedback for team members through regular 1:1 meetings
- Conduct half and full year appraisals with team members; setting SMART objectives aligned to the directorate and team strategy
- Encourage and support team members personal development
- Build a collaborative, mutually supportive and high performing team
- Manage underperformance effectively through open, transparent and consistent processes
- Provide support to the Research department as and when required, including deputising for the Head of Research or Associate Director of Clinical Quality & Research
- Ensure excellent working relationships with internal and external colleagues and with other national bodies to support RCoA/NIAA research projects and wider RCoA research strategy
- Maintain a working knowledge of the ongoing work within the Research team and be able to answer queries on these, if required

Other Duties
- Provide support and cover for the Head of Research and/or Associate Director of Clinical Quality and Research, as and when required
- Undertake any other duties that might be reasonably required by line management

1.3   Qualifications, skills, knowledge and experience

- Experience of managing major programmes or projects of work of considerable variety and complexity
- Ability to demonstrate collaboration with other organisations with differing aims and restrictions
- Understanding of project management principles
- Experience of line management, recruitment and development of staff
- Demonstrable ability to understand, interpret and simplify complex information from a variety of sources
- Ability to maintain a working knowledge of the ever evolving healthcare landscape, particularly in relation to research
- Ability to successfully work under tight deadlines
- Proactive approach to problem solving with the ability to resolve issues with minimal supervision

- Management experience of organising national meetings/events
- Experience of managing contracts and budgets and monitoring income and expenditure
- Ability to work alone and use initiative, whilst also working closely and as part of a small team
- Excellent communication and interpersonal skills, including the ability to produce internal and external communications on complex issues in simple, jargon-free terms, with experience of document preparation and proof-reading
- Experience of strategic and operational management
- Experience of writing and implementing new strategic goals, whilst considering income, resource and capacity
- Experience of committee management, servicing and leadership
- Experience of dealing professionally with a variety of internal and external stakeholders and the ability to form good working relationships at all levels
- Ability to handle challenging people and situations with discretion, tact and diplomacy
- Excellent skills with Microsoft software, including Word, PowerPoint, Excel and Outlook
- Database management skills with the ability to pick-up bespoke systems (training will be given) and adapt for use
- Willing to travel occasionally within the UK and work flexibly, when required

1.4   Core Competencies

These competencies will help you understand and deliver the high performance required for this role at the College. These performance standards and behaviours will be assessed during the interview process and developed through the appraisal process.

VALUE:	EXPERT
COMPETENCY:	Empathy with the College and its business
DESCRIPTION:	Understands the fundamentals of what the College does, its mission, vision, values and culture. Uses this information to grow and develop the College and its people

Support & Delivery
• Applies knowledge of business to day-to-day activities
• Understands team function and how it fits in overall College
• Develops a team spirit
• Applies a "can do" approach
• Understands impact of own role on wider College functions (and vice versa)
Management
• Applies their professional expertise to the College
• Thinks commercially
• Acts as a College ambassador
• Delegates fully and effectively
• Develops, motivates and engages teams and individuals
• Plans resources effectively
• Leads by example
Strategic Leadership
• Champions key direction and strategy
• Encourages and demonstrates entrepreneurialism and cross-College working
• Encourages a high-performance culture
• Understands impact of external changes on the College

VALUE:	INCLUSIVE
COMPETENCY:	Collaboration and Communication
DESCRIPTION:	Works collaboratively and co-operatively with colleagues to get the job done and responds positively to change. Communicates widely and effectively. Appreciates diversity and equal opportunities for all.

Support & Delivery
- Is a team player, open to others' views
- Adapts communication style to situation
- Keeps others informed and updated
- Willing to give and receive feedback
- Listens and responds effectively
- Values different perspectives

Management
- Communicates effectively and openly, ensuring key messages are cascaded and everyone's views are heard
- Works with peers to influence effectively and consistently
- Deals with conflict between individuals and teams
- Works with partners to enhance the reputation of the College
- Ensures transparency and credibility
- Networks appropriately
- Ensures and enables an inclusive culture

Strategic Leadership
- Articulates a shared vision
- Presents in an engaging manner
- Ensures conflict and risk is mitigated
- Champions diversity and values

VALUE:	POSITIVE
COMPETENCY:	Customer Focus
DESCRIPTION:	Builds relationships with customers by understanding, anticipating and responding to their needs. Takes responsibility to complete work in order to exceed expectations.

Support & Delivery
- Answers phones in a timely way
- Understands customer needs, stresses and pressures
- Understands impact of own actions
- Manages own time
- Meets and exceeds targets
- Does what they say they'll do
- Makes recommendations for improvements

Management
- Future-proofs
- Builds relationships
- Equips others to deal with customers
- Sets targets, ensuring they are met
- Ensures customer is aware of relevant College services and products
- Uses knowledge and expertise to ensure customer satisfaction
- Plans for the future to improve services

Strategic Leadership
- Knows competitors
- Addresses external conflict
- Focusses on the long-term

• Is aware of changes and impact on others
• Overcomes barriers to improvement
• Manages risk

VALUE: FORWARD-THINKING
COMPETENCY: Conceptual Flexibility
DESCRIPTION: Takes the initiative and thinks flexibly and innovatively in order to propose solutions and deal with ambiguity. Builds trust and credibility through self-awareness.

Support & Delivery
• Acknowledges success and failure and learns from them
• Works on own initiative and finds better ways of doing things
• Acknowledges problems and suggests solutions
• Remains open-minded
• Adjusts to changing needs
• Is aware of self and others
• Contributes and adds value to operational plans
Management
• Encourages others to find solutions
• Creates an open forum for innovation
• Implements operational plans and manages risks
• Realises when things are going wrong and fixes them
• Maintains personal credibility
Strategic Leadership
• Approaches issues with fluidity and flexibility
• Makes improvements at a corporate level
• Implements solutions at a strategic level
• Welcomes innovation from colleagues and empowers them
• Challenges the status quo

VALUE: AMBITIOUS
COMPETENCY: Shared Vision
DESCRIPTION: Acts quickly and decisively, seizing opportunities and adding value.

Support & Delivery
• Sets personal objectives which meet operational and strategic plans
• Adapts to changing priorities
• Analyses problems and resolves them
• Understands the impact of operational plans on own role
• Deals with colleagues fairly and consistently
• Keeps focused in the light of changing priorities
• Sets high personal standards
Management
• Puts operational plans into action
• Isn't afraid to make decisions
• Ensures right people, right time, right place
• Identifies new opportunities
Strategic Leadership
• Defines corporate vision and values
• Handles all matters with sensitivity
• Scans the horizon
• Develops strategy, taking into account all external drivers

Signature: ....

Name: ....

Date: ....