

Health Data Research UK

Applicant Pack

Job description and person specification

Post:	Health Data Research Gateway Operations Manager
Location:	HDR UK Offices, Health Data Research UK, Gibbs Building, 215 Euston Road, London, NW1 2BE
Salary:	£45,000
Reporting to:	Technology Partnership Director
Contract:	Fixed Term – until 31 st August 2022

About Health Data Research UK

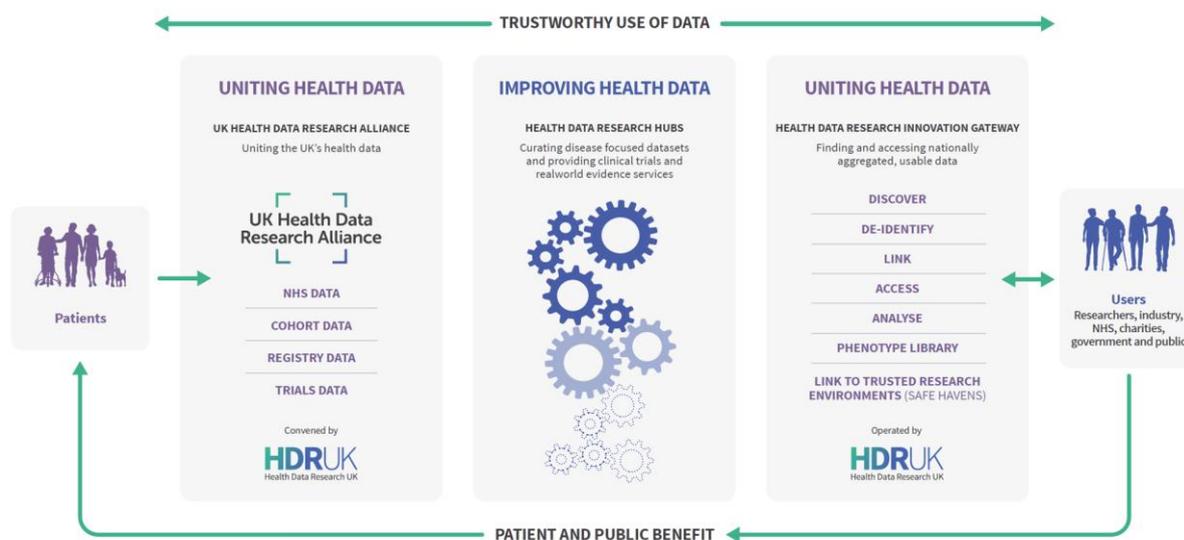
Health Data Research UK (HDR UK) is the national Institute for data science in health. Our UK team of experts develop and apply cutting-edge data science approaches to clinical, biological, genomic and other multi-dimensional health data to address the most pressing health research challenges facing the public.

Our mission is to make game-changing improvements in the health of patients and populations through data science research and innovation.

We have been central to the UK's response to COVID-19, enabling a trustworthy, national approach to using health data, drawing on the full capabilities of UK research. This has helped with understanding the virus, clinical trials for treatments (including Dexamethasone), symptom trackers, risk calculators and impacts on vulnerable groups, including cancer patients.

By undertaking research at scale, across a population of up to 65 million people, we have an unrivalled opportunity to use data to the highest ethical standards to drive breakthroughs in medical research. This unleashes the potential to improve the way we are able to prevent, detect and diagnose diseases such as cancer, heart disease and asthma.

We are bringing together our unique nationwide health data assets and specialists across academia, research and healthcare to unlock knowledge and deliver new insights from molecule to man. This is being achieved through a three-part health data research infrastructure – the Alliance, Hubs and Gateway:



Find out more about the [Alliance](#), [Hubs](#) and [Innovation Gateway](#).

At Health Data Research UK, we employ talented individuals who bring their own unique skills and experience to support the vision and benefit the whole team.

About the Health Data Research Innovation Gateway

The Health Data Research Innovation Gateway programme is developing an end-to-end platform (www.healthdatagateway.org) to transform the experience of using the UK's rich health data assets for ethical and secure research and innovation. This programme is being delivered in partnership with PA Consulting and in collaboration with stakeholders across the NHS, Academia, and Industry, and with the active participation of patients, the public and practitioners in aspects of the programme.

Purpose of the post

This is an exciting and unique opportunity in one of the most dynamic sectors in the UK.

The Gateway Operations Manager will be a key member of HDR UK, working as part of the Gateway team. This role is an excellent opportunity for someone looking to start developing a career in programme delivery.

The role of the Gateway Operations Manager will be to:

- Work with the HDR UK community to ensure there is rich content on the Gateway that supports the needs of researchers and innovators
- Ensure that the Gateway provides a reliable service to all its stakeholders
- Manage and report on the operational performance of the Gateway.

Main Responsibilities

- You will manage and moderate content on the Gateway (including the discussion forums) ensuring continuous active engagement with the HDR UK communications team and Public Advisory Board.
- With the support of the Communications team, you will develop reports and other external materials about the Gateway.
- You will monitor the delivery of all content ensuring the Gateway is meeting all GDPR requirements, in liaison with HDR UK's Data Protection Lead.
- You will ensure the Gateway is operating to the contract service level agreement and addressing operational issues and responding to user queries in collaboration with our Technology Partner, PA Consulting.
- You will collate reports on operational performance and usage of the Gateway, working with the Gateway team to automate these wherever possible.
- You will engage key stakeholders and representatives of the Gateway user community ensuring that the Gateway is operated to meet user needs and increasing engagement across the user community and growing the number of active users.
- You will respond to challenges and opportunities with optimism and respect, seeking to identify the cause, rather than focussing on immediate issues. You will think ahead and actively manage risks, anticipating issues and proposing solutions.
- You will organise events and activities to support the acquisition of new content. This will be hands-on with responsibility for the full administration and delivery of these events which will be both online and in-person.
- You will display flexibility to adjust plans as necessary. You will be content managing ambiguity, provide clarity and support others through change.

Planning and organising

The Gateway Operations Manager will be responsible for ensuring the reliable operations of the Gateway and the continued enhancement of its content, aligned to the overall strategy, objectives, and values of HDR UK. This will require considerable planning, organisational and partnership skills. They will need an organised mindset with a strong grasp of detail and will need to coordinate and track a wide range of activities. They will also need to be independent, dynamic, and self-driven with an ability to set their own goals and achieve them.

At the same time, the post holder will require a flexible approach to work at a fast-pace and with changing demands on the team and based on external changes.

Influence

The Gateway Operations Manager will be required to work across many different organisations and sectors (NHS, academia, industry, and the HDR UK community including particularly the Health Data Research Hubs and the members of the UK Health Data Research Alliance), engaging across these groups to encourage adoption of the Gateway and engagement with its development. This will require outstanding communications skills and the ability to build and manage relationships.

Problem solving

The Gateway Operations Manager will be expected to use problem solving skills to respond to diverse demands. The post holder will require confidence in dealing with enquiries and challenges that arise across the work

programme, requiring problem solving and decision-making skills. They will need to be able to work with HDR UK's Technology Partner, PA Consulting to monitor, analyse and report the operational experience of the Gateway, and to drive opportunities to improve this performance. The post holder will make an effective judgement on when to escalate issues to senior colleagues' attention and with what urgency.

Decision making

The post-holder will make all day-to-day operational decisions for their own workload. They will need critical thinking skills with the ability to formulate and contribute their own point of view and to help others through problem-solving.

Continuous improvement

HDR UK is dedicated to continuous improvement through our quality management system and demonstrated by our commitment through our ISO 9001 certification. The post-holder will review, analyse, identify and implement opportunities for quality improvement within their remit and as part of the wider team through our strategy development and internal audit processes. Close relationships with the project teams will be essential and the post-holder will be required to trouble-shoot specific delivery challenges, as well as identifying opportunities to develop more systematic approaches to facilitate the success of the programme.

Key contacts/relationships

The post holder will build and maintain effective working relationships across HDR UK and with other key stakeholders. Beyond the Gateway team, they will work closely with Health Data Research Hubs, the members of the UK Health Data Research Alliance and the Public Advisory Board, in liaison with the members of the central HDR UK team leading these programmes of work. They will also need to build an excellent relationship with the PA Consulting team.

Essential knowledge, skills and experience

Experience

- Experience of inspiring collaborative across teams in multiple organisations
- Expertise in acquiring and developing engaging content for delivery into a professional web platform
- Expertise in moderating content with attention to detail
- Experience of navigating ambiguity, championing change and providing clarity, with the ability to bring simplicity to complex processes
- Experience of working directly with stakeholders at a range of levels, working with humility and confidence.

Skills

- Flexible problem solver with the ability to provide additional capacity across a wide range of topics
- Excellent organisational skills and the ability to work accurately with attention to detail
- Ability to manage complex issues under time pressure
- Ability to be pragmatic, flexible and adaptable
- Excellent interpersonal skills and ability to handle sensitive issues positively
- Excellent written and verbal communication skills with the ability to influence effectively and confidently with people at all levels
- Ability to build relationships, using networking skills to engage with stakeholders

- Ability to see the broader perspective.

Desirable

- An understanding of research and innovation within life sciences
- Experience in developing processes for the delivery of engaging content
- Experience of using a Content Management System
- Experience of public and patient engagement and involvement in research, audit or service improvement.

Dimensions

- This is a full-time role. Occasional travel will be required to substantive sites and partner organisations.

Application Process

For an informal discussion about the role please contact hdruk@gravitatehr.co.uk for a discussion with the appropriate member of the team.

Please apply with a CV and covering letter of no more than 500 words explaining what you can bring to this role, including your current salary by 9am on 4 August 2020 to hdruk@gravitatehr.co.uk.

Equal Opportunities Policy Statement

Health Data Research UK is an equal opportunities employer, and as such aims to treat all employees, consultants and applicants fairly. It is our policy to provide employment equality to all, irrespective of:

- Gender, including gender reassignment
- Marital or civil partnership status
- Having or not having dependants
- Religion or belief
- Race (including colour, nationality, ethnic or national origins)
- Disability
- Sexual orientation
- Age

We are opposed to all forms of unlawful and unfair discrimination. All job applicants and employees who work for us will be treated fairly and will not be unfairly discriminated against on any of the above grounds. Decisions about recruitment and selection, promotion, training or any other benefit will be made objectively and without unlawful discrimination. Our diversity and inclusion policy is [here](#).

Values

HDR UK's values guide how we work together within HDR UK and with our partners and other stakeholders:

1. **Transparency:** we will share information, insights and innovations so that we learn faster together.
2. **Optimism:** we believe that we can make things better, that we can do things differently and that we can overcome challenges to create a new and thriving health data ecosystem that benefits patients and the public, the NHS, scientific discovery and industry.

3. **Respect:** we deliver better results when we work in a truly interdisciplinary way. We listen, share and respect a diversity of thought and opinion, perspective and experience. We are inclusive - leveraging and fairly attributing the expertise and capabilities of others.
4. **Courage:** we are leading the way and will be prepared to try new things, take risks, embrace ambiguity and challenge the status quo. We will contribute opinions to shape the future of health data research.
5. **Humility:** we have a lot to learn from others; and aim to be free from pride and arrogance.