User Support Manager

Applicant pack

Job description and person specification

Post: User Support Manager

Location: Flexible - UK based

Salary: £35,000 - £55,000

Duration: Permanent

Reporting to: Senior Technical Programme Manager

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 unite the UK's data to make discoveries that improve people's lives.

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.

HDR UK's strategy

Our strategy focuses on three core areas:

1. **Research Data Infrastructure and Services** - providing the UK-wide and global co-ordination and leadership of health data infrastructure and services required to make health-relevant data FAIR (Findable, Accessible, Interoperable and Reusable). This builds on the convening, collaborative and co-ordinating role of the UK Health Data Research Alliance and includes the Health Data Research Innovation Gateway and the Health Data Research Hubs.

2. **Research Driver Programmes** - advancing research discoveries through high impact UK-wide programmes that address major health and societal challenges, guide the development of the infrastructure and services for the benefit of other researchers and are outward-looking with global reach.

3. **One Institute Partnerships** - through national leadership with a clear vision and ambition to assemble a health data research ecosystem with enduring benefits for all researchers. As an innovative distributed

UK-wide and increasingly global Institute, we act as a flagship for team science, drawing on skills, resources, and expertise from academic, NHS, industry and government partners.

Purpose of the post

The postholder will support users to understand and customise the Gateway product, on-board new users and support data custodians to integrate with required products and services efficiently. The role will also oversee the management of the service desk and triaging of support tickets. The postholder will manage a fast-paced pipeline of work to deliver high-quality services offered through the Innovation Gateway, the HDR UK portal for data discovery and access.

This is a unique and exciting opportunity to work with key partners internally and externally and develop infrastructure and services that improve access to health data for research and innovation that has the potential to transform lives.

Main responsibilities

- Manage the end-to-end onboarding process of services that underpin the Innovation Gateway (including set up, implementation, completion and feedback review) on a day-to-day basis.
- Understand the functionality of the Innovation Gateway, be able to demonstrate functionality to users and stakeholders and provide advice to users on how to use and configure the system to be able to meet their needs.
- Facilitate user-led improvements to services in collaboration with the rest of the Technology team and the wider HDR UK community including:
    a. Ensuring that data custodian, partner and user feedback is documented and shared with relevant stakeholders as part of defined pipelines
    b. Involvement in all Gateway and product development cycles to ensure custodian and user led and data driven decisions are the heart of any future developments
    c. Build partnerships and liaise with internal colleagues to ensure services are working effectively and identifying solutions for issues that may arise.
- Continuous improvement of the process for user onboarding ensuring alignment with institute strategy and delivery plans.
- Act as first-line support for external stakeholders and data custodians wishing to engage with the Gateway, ensuring that concerns or queries are responded to in a timely fashion.
- Develop and update guidance and supporting materials.
- Manage the Gateway Content Curation process.
- Oversee the Gateway Support Desk, ensuring tickets are delegated, monitored and resolved quickly.
- Escalate issues and concerns to the Senior Technical Programme Manager where required.
- Work with the Business Analyst and Chief Product Owner to provide timely and transparent reporting on stakeholder onboarding progress and use of services to enable key decisions to be made in a timely fashion.
- Work with the Data Analyst/Engineer(s) to maximise the utility and value of reporting and dashboards, ensuring any visualisation/BI tools are operating effectively.

Overarching Responsibilities
- Be able to demonstrate all Gateway features and services to a range of users.

- Promote the work of HDR UK at relevant meetings and events.
- Work to ensure HDR UK's standards of trustworthiness, ethics and values are maintained across implementation.
- Enable use of appropriate team communications and project management tools
- Support development of reference communication materials such as standard presentation and comms decks.
- Be prepared and able to work flexibly to support colleagues as needed, adapting to an evolving environment and emerging priorities

The successful candidate will share our values, have strong collaboration skills, be comfortable with working at pace and have a passion for professional, high-quality approaches to engagement.

Planning and organising
This post is embedded within HDR UK's Technology Team and will require high levels of organisational skill and ability to work across organisational boundaries. The post-holder will need to effectively plan and deliver their work and support their direct reports but also be able to respond to changing needs in a fast-paced organisation.

Problem solving
The User Support Manager will be expected to use problem solving skills to respond to diverse demands. As part of a wider team, the post holder will operate with significant independence. The post holder will require confidence and resilience in dealing with enquiries, problem solving, and decision making and will be expected to make effective judgements on when to escalate issues to senior colleagues.

Decision making
The post-holder will make all day-to-day operational decisions for their own workload. They will identify, initiate, and develop opportunities for streamlined and effective working across Infrastructure & Services as well as with HDR UK partners and organisations.

Key contacts/relationships
The User Support Manager will build and maintain effective working relationships both within HDR UK, and our partner organisations and service users, including Alliance members, Health Data Research Hubs, industry partners, NHS partners and with other key stakeholders. The post holder will have close working relationships with the Senior Technical Programme Manager, Infrastructure & Services Director and Programme Director, the Chief Technology Officer, the Chief Data Solutions Architect, the Technical Programme Director, the Technical Project Manager, the Gateway Product Owner, Business Analysts, Development teams, Head of Alliance Strategy & Engagement, Useable Data Programme Director and relevant product stakeholders.

Knowledge, skills, and experience
Experience
- At least one year working in the health data sector and demonstrable effectiveness at engaging stakeholder communities and understanding their needs.
- Customer focus and ability to identify needs and deliver workable solutions.
- Matrix management and demonstrable experience of networking, negotiating, and influencing stakeholders and teams.

- Experience of defining and documenting requirements from complex input from multiple conflicting stakeholders.
- Experience in business process documentation, analysis and optimisation.
- Demonstrable success in running several projects at once or similar timeframes with conflicting priorities in a fast-paced environment.
- Ability to apply management principles and processes and proactively manage risk.
- Experience of working directly with senior leaders, working effectively with humility and confidence.
- Autonomous and large team working.

Desirable
- Experience in agile methodologies and/or working with agile teams
- Experience of multidisciplinary team working
- Awareness of health data research landscape, the needs of data users and custodians and appreciation of public sensitivities of using data for research

Skills
- Excellent interpersonal skills and ability to handle sensitive issues positively.
- Exceptional business-to-business customer-facing skills.
- Proactive and supportive approach to engagement with colleagues to support problem solving with ability to determine when issues need to be escalated.
- Ability to process complex information and present targeted messages to different audiences.
- Excellent ability to build relationships, negotiate and influence effectively.
- Excellent written and verbal communication skills with the ability to communicate effectively and confidently with people at all levels.
- Excellent organisational skills, with the ability to manage competing priorities in a fast-paced environment.
- Ability to work accurately with attention to detail.
- Ability to work as part of a team.
- Ability to work autonomously and make decisions without supervision.

Application Process

For an informal discussion about the role please contact Recruitment@hdruk.ac.uk to talk with the appropriate member of the team.

How to apply: Unless specified, please apply using our online portal. We use a recruitment process that is based on finding out more about the relevant skills and knowledge an applicant has and to help us with this we ask you 3 or 4 skills-based questions as part of the application process.

We will ask you to upload your CV and covering letter, please do this in one document, this will be anonymised and may be used to help us with our shortlisting.

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.

HDR UK 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.