St George's University Hospitals **NHS**
NHS Foundation Trust

R&D Division Job

Description

Job Title:	**Senior** Research Information and Performance Officer
Band: Agenda for Change	7
Hours of Work (p/w):	37.5
Service Centre/Directorate:	R&D Division
Base:	Joint Research & Enterprise Service (JRES), St George's Hospital but working throughout the Trust
Accountable to:	Head of Research Governance and Delivery
Reports to:	Research Development and Delivery Manager

Key working relationships:

Internal: Clinical and academic research staff within the wider St George's research community Staff within the JREO

NIHR Clinical Research Facility (CRF) and Clinical Trials Pharmacy (CTP)

Senior management within St George's University Hospitals NHS Foundation Trust Administrative staff involved in supporting research

GESH/ Epsom and St Helier Research teams

External: South London CRN, NIHR CRN co-coordinating centres and other NIHR structures Other NHS organisations and Sponsor Organisations

Role of the Department:

St George's University Hospitals NHS Foundation Trust has more secondary and tertiary clinical services on one site than any other organisation in London. Research is a key part of the Trust's mission alongside clinical services and education. Clinical research occurs throughout the hospital and community divisions.

The role of the Joint Research and Enterprise Service (JRES) is to administer and facilitate research and enterprise activity across both the Trust and St George's, University of London (SGUL). The JRES aims to support and facilitate research by effective and efficient financial management of research funding, and by ensuring that all research is conducted to the highest standards of governance and Good Clinical Practice. Research interests on the combined site are extremely wide-ranging, encompassing a spectrum from leading-edge fundamental investigations to applied clinical and health services research. It is the joint institutions' explicit intention to link basic and clinical research strategically in order to capitalise on their co-location.

Job Summary:

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The Senior Research Information and Performance Officer is an integral role responsible for supporting the collection of research data, with the oversight of the Trust's information system(s) to continually facilitate, strengthen and optimise the delivery of high quality clinical research within the organisation. As part of the Trust's has a research strategy, the post holder will work under the direction of the Research Development and Delivery Manager to support the ongoing implementation of systems to record research performance against key performance indicators (KPIs) which include (but not limited to) the NIHR's High Level Objectives (HLOs). The post-holder will work with individual clinicians and groups across the Trust to continuously maintain the integrity of information systems. The post-holder will work closely and collaboratively with the staff in the Joint Research & Enterprise Service and Sty Georges NIHR Clinical Research Facility to optimise the performance (generating and analysing metrics) of the research infrastructure and support services. The post- holder will also have operational oversight and be the link with NIHR South London Local Clinical Research Network (LCRN) to manage the Trust's instance of the networks chosen Local Performance Management System (LPMS), currently EDGE.

The role will support the development of research databases and their implementation and oversight for research for the Trust such as REDCAP.

Trust Values:

We expect all our staff to share the values that are important to the Trust, being Excellent, Kind, Responsible & Respectful, and behave in a way that reflect these.

St George's University Hospitals NHS Foundation Trust is committed to safeguarding children and vulnerable adults and expects that all staff will share in this commitment. The Trust is clear that all staff have a responsibility to be aware of children and adult safeguarding policies and procedures and that each member of staff, clinical and non-clinical, will attend child or adult safeguarding training that is provided at an appropriate level to suit their role. The Trust has the additional expectation that all staff will be able to identify concerns and know what action to take.

Main Duties/Key Results Areas:

- Responsible for management of the organisational instance of the Local (research) Performance Management System (LPMS) including monitoring, system administration and quality assurance of the system, ensuring corrective action is taken as required.

- Proactively support user accessibility of research systems

- To maintain and facilitate effective training programmes to all grades of staff as required.

- Ensure the integrity and security of data regarding storage to ensure compliance with Caldicott principles and to promote and adhere to the safe usage of sensitive and confidential information.

- To facilitate the effective production of local data reports by ensuring data accuracy of the system(s), working with clinical and administration staff as appropriate.

- To promote and facilitate the use of the LPMS/Data system to users as appropriate demonstrating the commitment to data accuracy and security at all times.

- Work closely with the Trust's IT team, IG team to support implementation of research requirements into clinical systems.

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- Contribute to the review, planning, development and implementation of new business processes and information systems to meet user requirements

- Contribute to the modernisation of information through the development and implementation of new business processes

- Understand and interpret highly complex information and analytical requirements, assess the purpose for which outputs are required and support, develop and deliver appropriate solutions

- Proactively improve methods of data extraction, manipulation, analysis and presentation with a specific focus on explaining what the information means in addition to providing information and data in a basic format

- Take a lead role in the preparation and completion of performance and information reporting and documentation to national and local bodies such as NIHR PID submission

- Maintain interactive, internal Trust reporting systems, currently MS PowerBi based

- Schedule and organise workload to ensure the effective observation of timemanagement regarding the adherence of all tasks on a daily, weekly, monthly or annual basis as defined within post remit.

- To actively maintain own professional development by being fully conversant with any new developments in technology, including interpretation of guidance and facilitating the establishment of new evidence–based policies/procedures.

- Develop and maintain excellent working relationships with colleagues across the organisation and external collaborations within the sector, to deliver a high quality and effective culture that consistently achieves local requirements and national targets

- Participate in the development and maintenance of a culture of service provision and continuous improvement for own area
- Continually assess, working with key staff, any user needs and future study reporting developments required in order to effectively feedbackto Trust, CRN South London and LPMS provider on a regular basis.

- Actively participate in local and national meetings related to LPMS systems, research performance management etc .

- Work on own initiative with minimal supervision to meet the needs of the Trust and its partners

Communications and Liaison

- Nurture key relationships internally and externally

- Promote collaborative working across trusts, and between trusts and NIHR/LCRN..

- Work closely with staff supporting research, including in the Joint Research & Enterprise Service,

Clinical Research Facility and Clinical Trials Pharmacy.

- Form relationships with research leaders across clinical divisions and with relevant operations and service managers to promote engagement with research systems

General
- To have responsibility for the Health, Safety and Welfare of self and others and to comply at all times with the requirement of the Health and Safety Regulations.
- To ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with the provisions of the Data Protection Act and its amendments.

- To work in accordance with the Trust's Equal Opportunities policy to eliminate unlawful discrimination in relation to employment and service delivery.

- Be flexible to meet the needs of the organisation(s) and its partners

- To ensure skills are up-to-date and relevant to the role, to follow relevant Trust policies and professional codes and to maintain registration where this is a requirement of the role.

- To comply with Trust No Smoking Policies.

- To undertake such duties as may be required from time to time as are consistent with the responsibilities of the grade and the needs of the service.

This job description is not an exhaustive document but is a reflection of the current position. Details and emphasis may change in line with service needs after consultation with the postholder.

St George's University Hospitals NHS Foundation Trust is an Equal Opportunities employer and operates a No Smoking Policy.

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March 2024

Person Specification

Job Title: Research Information and Performance Manager   **Band: 7**

Factor	Essential	Desirable	Method of Assessment
Qualifications and Training	• A first degree or equivalent qualification/ experience. (A candidate without a first degree will need to demonstrate in her/his application the equivalence of the experience and qualities that they would bring to the role.)	• Project Management qualification	A
Experience	• Experience of implementing new practices within a complex organisation • Experience of performance management across a large field or a large organisation • Experience in Health Informatics • Knowledge and Experience of developing and delivery of training and support • Experience and knowledge of managing information systems and database • Experiencing of managing/ supporting clinical trials • Excellent IT skills with experience of converting data into visual tools and building complex formula's using MS Excel • Technical knowledge and experience in complex IT systems such as Microsoft Power BI, Microsoft PowerApps, and Microsoft Flow skills. • Experience in system implementation • Experience in continuous improvement • Extensive experience for Research Governance databases like Edge, ODP and CPMS. • Experience of delivering talks and training sessions to large groups of people.	• Experience of working with national/regional organisations • Previous experience of supporting research in the NHS • Experience of working on the RedCap database • Experience of developing projects that involve multiple NHS organisations • Experience of reading and understanding research documents. For example Protocol, contracts, IRAS forms etc.	A, I, T

Skills	• Excellent communication and presentational skills • The ability to read and analyse documents and extract salient information to give clear explanations and advice to colleagues at all levels of experience and seniority • experience of planning and managing projects involving multiple agencies and individuals and a range of tasks, to tight deadlines • Excellent interpersonal skills • Attention to detail • Ability to manage sensitive and confidential data. • In depth knowledge of DAX formula Language. • Excellent problem solving skills • Experience delivering presentations to large audiences internal and external to the organisations		A, I, T
Knowledge	• Understanding and experience of working with performance objectives and organisation targets • Knowledge of NIHR research priorities and structures • National and local HLO/KPIs for NHS research • Demonstrates an exceptional understanding of Information Governance and its application in Healthcare • Knowledge and understanding of the NIHR commercial costing template • Can demonstrate knowledge of different funding streams for clinical research	• Knowledge of Cerner PowerTrials systems	A, I, T

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Other	• Flexible and adaptable in your approach to work and the ability to work well in a team • Ability to maintain high standards of confidentiality		A, I

Key:
I = Interview
A = Application Form
T = Practical Test or Presentation

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