

<b>Job Title:</b>	IGHI Operations Manager
<b>Department/Division/Faculty:</b>	Institute of Global Health Innovation, Department of Surgery & Cancer, Faculty of Medicine
<b>Campus location:</b>	St Mary's Campus (Paddington)
<b>Job Family/Level:</b>	Professional Services, Level 4
<b>Responsible to:</b>	IGHI Head of Operations
<b>Line Management responsibility for:</b>	IGHI Finance and Contracts Manager CHP/PSTRC Centre Administrator
<b>Key Working Relationships (internal):</b>	IGHI Leadership; Centre for Health Policy, PSTRC & HELIX Centre Directors of Operations and theme leads; Centre staff, students and visitors/honorary appointments; Department of Surgery and Cancer Management and support staff; Division of Surgery Management and support staff; College Support Services including HR, Finance, Purchasing Team, Payroll, ICT; Joint Research Office; Legal team; International Relations Office
<b>Key Working Relationships (external):</b>	Research funders; consultants and collaborators. IGHl Visiting Professor Network
<b>Contract type:</b>	Full time and fixed term for 12 months

**Background and Purpose of the Post**

The purpose of the post is to lead day-to-day operations and administration activities across the Institute of Global Health Innovation (IGHI), under the supervision of the IGHl Head of Operations. As one of Imperial's six Global Institutes, IGHl is well placed to leverage the College's wealth of multidisciplinary talent to innovate across science, technology, design, and policy. By doing so, the Institute aims to develop cutting edge solutions to the challenges faced by healthcare systems and to elicit transformational improvement in the quality and equity of patient care and population health and wellbeing.

IGHl forms part of Imperial's strategy to find solutions to global challenges by focusing multidisciplinary research expertise on addressing international issues. IGHl focuses on the delivery of high quality and internationally pertinent research organised around five centres of excellence. These centres are tightly woven within a clinical setting and together form a value-adding and supportive framework for fostering research expertise, translating cutting-edge research and establishing a recognised brand, which readily informs and influences the highest levels of industrial, academic and public sector stakeholders.

The Institute comprises a multidisciplinary team of over 200 clinicians, engineers, scientists, psychologists, policy analysts, data specialists, healthcare managers, economists, industrial designers and entrepreneurs all focused on the co-creation and diffusion of healthcare innovation to tackle some of the most pressing global challenges facing mankind today. The post-holder will support the provision of HR, finances, and administrative operational service across IGHl and three of its research centres:

The Centre for Health Policy creates high-quality, clinically driven research on the most important strategic challenges facing health systems. It supports the development of innovative health policy through bridging gaps between the academia, the public and private sectors, and policymakers. The Centre diffuses the best in evidence-based policy locally and globally through its partnership with the National Institute of Health Research, National Health Services England, the Qatar Foundation, and other partners.

The Helix Centre works at the heart of healthcare delivery, operating out of St Mary's Hospital. Its interdisciplinary team of clinicians, designers, developers and engineers runs large-scale innovation projects to design and build solutions that reimagine healthcare. Established by Imperial College London and the

Royal College of Art, at the core of the centre is a drive to make a real and lasting difference to the lives of patients and healthcare professionals through design and technology.

The NIHR Imperial Patient Safety Centre (PSTRC) is in partnership between Imperial College Healthcare NHS Trust and Imperial College London with researchers from a specialised set of research groups working together to improve patient safety and the quality of healthcare services. The Centre aims to advance the scientific understanding of patient safety, address safety challenges as healthcare evolves, and further international research collaborations. It works with local, national, and international partners to support the wider dissemination and implementation of patient safety improvements and interventions.

The Department of Surgery and Cancer is a stake holding Department for the three Centres and is closely involved in human resource and financial management of Centre activities.

This is a busy, varied collaborative post with wide-ranging responsibility including line management for the Finance and Contracts Manager and CHP / PSTRC Centre Administrator. The post holder will be expected to oversee all centralised operations and administrations activities for the Institute and to perform first-hand a variety of personnel-related administrative tasks and must therefore be an enthusiastic and highly competent person able to multi-task and to work to deadlines. This position requires excellent organisational skills and the ability to handle sensitive information confidentially. The post holder will work closely and provide support to IGHI's Head of Operations, Centre Directors of Operations and other members of staff towards achieving the Centre's goals and will liaise closely with the Department's Management Team to ensure the smooth running of HR and financial activities.

### **Key Responsibilities**

The core objectives of the role, aligned with the Institute's mission are:

- To lead, manage and deliver effective HR and finance operation support across the Institute and its Centres, develop administrative policies and procedures, implement those already established as well as initiate and successfully manage change.
- To contribute to the financial success of IGHI through budget resource planning and management working closely with Faculty of Medicine and Engineering staff.
- To manage the staff recruitment process, to develop and implement a training and career development programme for all staff to meet the research and operational excellence needs of the Institute.
- To ensure successful delivery of the Institute activities by fostering good working relationships with IGHI stakeholders.

### **Leadership:**

- To oversee all operations and finance activities managed centrally within the Institute
- To line manage operations and administration personnel, including the Contracts and Finance Manager and Centre Administrator within the IGHI team
- To contribute to the Institute's strategic objectives, the development of new areas of work and the delivery of major programmes.
- To advise and assist Institute leadership in identifying short, medium- and long-term strategic objectives and priorities, providing and interpreting relevant background data as appropriate and identify trends and solutions to support the decision-making process
- To represent IGHI and promote and enhance the visibility of the Institute internally and externally, supporting senior leadership in developing and expanding the Affiliates programmes, supporting the communication strategy and organisation of seminars and events.
- Provide an overall project management capability, including contractual and financial management to deliver multiple IGHI activities, working with, and managing relevant support staff.
- Represent the IGHI at both internal and external meetings across all activities to ensure the IGHI is appropriately represented and any issues acted upon.
- Supporting the Institute leadership in building and maintaining strong working relationships with

external (UK and global) stakeholders (government, industry, academia), ensuring their needs are met and appropriate processes are in place so that collaborations can be initiated quickly

**HR:**

- To manage and coordinate the Institute's HR policies and procedures, dealing with all HR issues and contractual issues with academic, research and professional services staff linked to IGHI in line with College policy and procedure.
- To be the first point of contact for HR queries, instilling a high level of customer services in all HR related administrative activities for IGHI and ensuring that all work processes are maximised for efficiency.
- To manage IGHI's recruitment programme for staff, students, fellows, and contributors ensuring compliance with College policy and procedures. The post holder will be responsible for processes relating to document preparation, arranging interviews through to the appointment and induction of the successful candidate.
- To manage and support processes which ensure that all paperwork and records associated with contracts, probationary reviews, exit interviews, sickness absences are sent to the College HR team in a timely manner.
- To manage and lead the Institute's PRDP and 360 review process (held twice a year). Liaise with the Organisational Development HR team and Institute staff regarding Institute and individual training needs
- To manage the Institute's Visiting Professors network – over 50 high profile individuals from industry, government, and healthcare. Engage with the Visiting academic staff to clarify and enhance the opportunities available to them to contribute to the continuing development of IGHI.
- Monitor and collate data on staffing matters within IGHI, including analysis of the impact of changes deemed necessary in the IGHI strategy, business plan and budget process.
- To manage and develop the Institute administrative support staff ensuring successful delivery of HR, Finance and Administrative services, ensuring staff are well managed, motivated and have the opportunity for professional development.
- Ensure the highest standard of record keeping, maintaining accurate, complete, and up to date records
- Ensure confidentiality is maintained as applicable
- Work with members of staff on issues that are confidential and sensitive and signposting them to the relevant services when necessary

**Finance:**

- To oversee the Institute's budgets, working closely with the IGHI Head of Operations and IGHI Contracts and Finance Manager in ensuring appropriate robust control and monitoring and that all financial transactions within IGHI comply with College financial regulations.
- Contribute to the management of contracts, budgets and resource relating to IGHI activities and special projects to ensure high quality of service across IGHI as well as efficiency and continuity.
- Undertake the coordination of major projects and initiatives that will deliver new revenue streams from early planning phase, ensuring these are costed appropriately in line with College and funder requirements, to final delivery of products to sponsors.
- To work closely with the Finance and Contracts Manager to provide quarterly financial review of Centre and IGHI activities.
- In conjunction with the theme leads, lead in the preparation of consultancy agreements, agreeing milestones and payment fees in line with College and HMRC requirements
- Be aware of College's insurance policies and provide support to staff as needed, especially when they are travelling overseas.
- Be aware of HMRC tax regulations for different income and payment groups and process external contractors accordingly.

**Operations Management:**

- To support the report process on IGHI's status and progress to Faculty staff, Vice Provost (Research) and others as required, including reports for the annual planning round.
- To provide management information to IGHI leaderships, to collect, maintain and analyse relevant data and management information.
- To regularly review the Institute's policies and procedures in line with College guidelines and legislative requirements to ensure efficient and effective services and continual improvements.
- Support the streamlining of collaborations with Faculties and Departments across College to enable more effective working arrangements
- To manage the allocation of Institute and centre space and maximize its effective utilisation
- To contribute to effective risk management across the Institute.
- To interface and liaise/collaborate with networks and stakeholders that support the wider IGHI activities
- To lead the preparation and writing of Memorandum of Understanding documents in developing content with partner organisations and liaise with the College's Legal Team and International Relations Office for relevant approval

**Person Specification**

<b>Requirements</b>	<b>Essential (E)/ Desirable (D)</b>
Candidates/post holders will be expected to demonstrate the following:	
<b>Education</b>	
An undergraduate level degree or equivalent qualification	E
<b>Experience</b>	
Relevant and significant experience of operations management in a research, higher education, or policy environment	E
Experience of delivering HR service and support	E
Proven ability to engage with and utilise a network of contacts including working with senior academics and contributing at a senior level.	E
Proven communication and interpersonal skills – confidence in forming effective working relationships with a broad range of people	E
Proven staff management experience and people management skills.	E
<b>Knowledge</b>	
Knowledge of the wider work practices, procedures and processes involved in managing a Department, Centre, or Institute	E
Understanding of the major issues which affect universities and the needs of the academic environment.	E
Good knowledge of the global health sector including appreciation of the government, industry, and academic perspectives.	D
Knowledge of HR policies and processes	D
<b>Skills &amp; Abilities</b>	
Proven management skills and ability to introduce and implement organisational methods, processes, and procedures and to develop operational plans and coordinate their execution.	E
Process driven – able to oversee and manage budgets and resources.	E
Excellent time management and organisational skills – confident about working within multiple projects and work streams simultaneously	E
Ability to assess priorities, organise workloads without supervision and initiate action and resolve problems where appropriate	E
Ability to handle confidential information with tact and discretion	E
Excellent communicator – highly developed verbal and written communication skills. Be tactful, diplomatic, and able to influence and engage with people at all levels.	E
Promotes and fosters team working – able to work flexibly within a multi-disciplinary team and partners.	E
A high degree of computer literacy, particularly detailed understanding and demonstrable experience of Microsoft Office, Teams, Excel, PowerPoint, and Outlook	E
Ability to understand and interpret financial information	E

Please note that job descriptions cannot be exhaustive, and the post-holder may be required to undertake other duties, which are broadly in line with the above key responsibilities.

Imperial College is committed to equality of opportunity and to eliminating discrimination. All employees are expected to follow the [7 Imperial Expectations](#) detailed below:

- 1) Champion a positive approach to change and opportunity
- 2) Encourage inclusive participation and eliminate discrimination
- 3) Communicate regularly and effectively within and across teams
- 4) Consider the thoughts and expectations of others

- 5) Deliver positive outcomes
- 6) Develop and grow skills and expertise
- 7) Work in a planned and managed way

Employees are required to comply with all College policies and regulations paying special attention to:

- Confidentiality
- Conflict of Interest
- Data Protection
- Equal Opportunities
- Financial Regulations
- Health and Safety
- Information Technology
- Smoking
- Private Engagements and Register of Interests

They must also undertake specific training and assume responsibility for safety relevant to specific roles, as set out on the [College Website Health and Safety Structure and Responsibilities](#) page.

*The College is a proud signatory to the San-Francisco Declaration on Research Assessment (DORA), which means that in hiring and promotion decisions, we evaluate applicants on the quality of their work, not the journal impact factor where it is published. For more information, see <https://www.imperial.ac.uk/research-and-innovation/about-imperial-research/research-evaluation/>*

*The College believes that the use of animals in research is vital to improve human and animal health and welfare. Animals may only be used in research programmes where their use is shown to be necessary for developing new treatments and making medical advances. Imperial is committed to ensuring that, in cases where this research is deemed essential, all animals in the College's care are treated with full respect, and that all staff involved with this work show due consideration at every level. <http://www.imperial.ac.uk/research-and-innovation/about-imperial-research/research-integrity/animal-research/>*

*We are committed to equality of opportunity, to eliminating discrimination and to creating an inclusive working environment for all. We therefore encourage candidates to apply irrespective of age, disability, marriage or civil partnership status, pregnancy or maternity, race, religion and belief, gender identity, sex, or sexual orientation. We are an Athena SWAN Silver Award winner, a Disability Confident Leader and a Stonewall Diversity Champion.*

**March 2021**