

**DIGITAL DELIVERY MANAGER
NIHR RESEARCH DELIVERY NETWORK COORDINATING CENTRE**



Salary Grade: 7

Reporting to: Senior Digital Engagement Manager

Role ID: MHNCC1611

DIGITAL DELIVERY MANAGER

Reports to: Senior Digital Engagement Manager

Overview of the Role

The University of Leeds has been chosen by the UK government to lead the National Institute for Health and Care Research (NIHR) Research Delivery Network Coordinating Centre (RDNCC), and will be joined by 12 new Regional Research Delivery Networks (RRDNs), hosted by NHS organisations across the country to form the NIHR Research Delivery Network (RDN). The new NIHR RDN will operate as one unified organisation across England, balancing regional context, expertise and leadership with national coordination and strategy involving government policymakers. The RDNCC will work across England's health and care system, with staff in all settings, to support the effective and efficient initiation and delivery of research.

As part of a team of Digital Delivery Managers, you will be responsible for running the Be Part of Research and Join Dementia Research services. You will work with researchers to ensure volunteers are matched with suitably approved studies and ensure comprehensive analytics are produced to meet reporting requirements. You will work with teams across the organisation to identify service improvements and manage product development.

You will work collaboratively with colleagues within the RDNCC and, as required, across the RDN and the University of Leeds, and with external stakeholders in a host of settings. You will support the operational delivery of the organisation-wide shift in ways of working and culture that is required to ensure the network functions as a single organisation with a shared purpose and vision across England, as well as mutually supporting colleagues through the period of transformation and beyond.

This role requires occasional national travel.

DUTIES AND RESPONSIBILITIES

Common duties and responsibilities for RDNCC Grade 7 roles

Ensure the effective coordination and delivery of key activities and projects within the function in line with organisational policies and priorities.

Support the management and coordination of the function's resources, including recruiting, training and managing staff and providing input into the function's service improvement plans and strategic objectives.

Providing operational oversight, support, and professional expertise, both within the team and to stakeholders.

Producing high quality plans, briefing documents and/or reports for stakeholders and decision makers and/or for project or programme boards, including the analysis and presentation of data and management information.

Working collaboratively with RDNCC colleagues and stakeholders across the RDN and NIHR and the University of Leeds and externally, facilitating discussions and actively participating in groups and meetings in order to influence discussions, events and opinions to achieve operational objectives.

Make independent decisions, advise colleagues and senior leadership and lead or proactively input into service improvement initiatives to support the achievement of operational objectives and future direction. Identify opportunities, risks and optimal solutions to problems, analysing options and considering precedent to determine the best course of action.

Demonstrating personal leadership in terms of being focussed, flexible, professional, motivated and personally effective.

Duties and responsibilities specific to this role

1. Responsible for the direct line management of staff, which will include undertaking staff reviews to identify training and development needs and establishing how those needs will be met and managing performance against agreed objectives.
2. Responsible for the effective day-to-day delivery of the services, with an up-to-date understanding of the key service operations.
3. Act as the first escalation point for public and researcher queries about the services, ensuring excellent customer service for all users.
4. Plan and participate in agile sprints to develop the services and support the management of suppliers by following agreed protocols with IT Service Management.

5. Develop reports that highlight opportunities where the services can support government policy commitments.
6. Deliver presentations to internal and external stakeholders, including governance groups.
7. Deputise for the Senior Digital Engagement Manager when required.

Other duties

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

KNOWLEDGE, SKILLS, AND EXPERIENCE

Essential requirements for all RDNCC grade 7 roles

- The ability to support organisational change and transformation programmes in a positive and proactive way, and to provide mutual support and motivation to colleagues through substantial organisational and cultural change.
- The ability to develop operational plans that will support delivery of objectives and priorities.
- Creative, flexible, and self-motivated with the ability to work and deliver to deadlines and manage competing priorities.
- The ability to work collaboratively, with evidence of successfully developing and maintaining effective working relationships with colleagues and stakeholders at all levels.
- Communication and interpersonal skills with the ability to articulate priorities and effectively engage and influence others.
- The ability to effectively analyse problems and data to present solutions and information in a meaningful way to a diverse range of decision makers and stakeholders.

Essential requirements specific to this role

- Experience of managing or supervising staff, identifying and addressing development needs and managing performance.
- Experience of working with the GOV.UK Service Standard and Government Digital Services, including the WCAG Accessibility Guidelines.

- Experience in using analytics tools, e.g., web analytics, behavioural analytics and service data, to create reports.
- Understanding of the issues impacting digital inclusion and knowledge of solutions to address these.

Additional information

NIHR Research Delivery Network

The National Institute for Health and Care Research (NIHR) is funded by the Department of Health and Social Care (DHSC). NIHR works in partnership with the NHS, universities, local government, other research funders, patients and the public. The NIHR funds, enables and delivers world-leading health and social care research that improves people's health and wellbeing and promotes economic growth. NIHR is a major funder of applied health research in low and middle-income countries. Further information on the NIHR can be found at www.nihr.ac.uk.

As part of NIHR, the Research Delivery Network (RDN) supports the effective and efficient initiation and delivery of funded research across the health and care system in England for the benefit of patients, the health and care system and the economy. The scope and purpose of RDN is to support:

- Clinical trials and other well-designed health and social care research studies (including studies that are delivered outside of an NHS setting).
- Public health studies that require the recruitment of individuals within an NHS setting (that is, acute, ambulance, mental health, community, or primary care) or an episode of care which involves contact with the NHS.

The whole of England will be supported through 12 NIHR Regional Research Delivery Networks (RRDNs). The RRDNs will work with the national Research Delivery Network Coordinating Centre (RDNCC) to provide a joint RDN leadership function so that the NIHR RDN as a whole functions as a single organisation with a shared vision and purpose across England.

The University of Leeds is the provider of the RDNCC, working with and on behalf of DHSC. The University will be the employer for this role.

University of Leeds

Inclusion

At the University of Leeds, we are committed to providing a culture of inclusion, respect and equity of opportunity that attracts, supports, and retains the best students and staff from all backgrounds. Whatever role we recruit for we are always striving to increase the diversity of our community, which each individual helps enrich and cultivate.

Information for disabled candidates

Information for disabled candidates, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at hr@leeds.ac.uk

Criminal record information

Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

Salary Requirements of the Skilled Worker Visa Route

Please note that this post may be suitable for sponsorship under the Skilled Worker visa route but first-time applicants might need to qualify for salary concessions. For more information please visit: www.gov.uk/skilled-worker-visa.

For research and academic posts, we will consider eligibility under the Global Talent visa. For more information please visit: <https://www.gov.uk/global-talent>

Working at the University of Leeds

To find out more about the benefits of working at the University and what it is like to live and work in the Leeds area visit our [Working at Leeds](#) information page.