

**NIHR RESEARCH DELIVERY NETWORK COORDINATING CENTRE
Business Operations Manager**



Salary: Grade 7 (£39355 to £46735)

Reference:

Business Operations Manager

Reports to: Deputy Head of Corporate Management

Overview of the Role

The National Institute for Health and Care Research (NIHR) Research Delivery Network Coordinating Centre (RDNCC) is hosted by the University of Leeds and, alongside 12 Regional Research Delivery Networks (RRDNs) hosted by NHS organisations across the country, forms the NIHR Research Delivery Network (RDN).

The NIHR RDN operates as one unified organisation across England, balancing regional context, expertise and leadership with national coordination and strategy involving government policymakers. The RDNCC works across England's health and care system, with staff in all settings, to support the effective and efficient initiation and delivery of research.

As the Business Operations Manager, you will have a strong background in leading and managing key activities and projects to ensure efficient and effective operations. You will be skilled in managing resources, leading teams, and providing professional support to ensure smooth operations aligned with organisational priorities. You will have expertise in driving business continuity, enhancing operational processes, and delivering high-quality service. Additionally, you will have a proven ability to collaborate with colleagues and key stakeholders to support strategic objectives and contribute to the organisation's operational success.

You will work collaboratively with colleagues within the RDNCC, wider RDN and across the NIHR and liaise with other stakeholders as required. You will support the operational delivery of organisational change, providing mutual support to colleagues and will be positive and flexible in the way you approach your work and manage your team.

This role will be based in the RDNCC office on Queen Street, Leeds with frequent travel to the RDNCC London office.

The University of Leeds hosts the RDNCC which means that all RDNCC staff are employees of the University. We are open to discussing flexible working arrangements.

This role requires frequent national travel.

As part of the RDNCC's commitment to inclusion and equity of opportunity, our shortlisting stage is undertaken with names removed from job applications. Please do not include identifiable information in uploaded documents, file names or free text fields (e.g., names, photos, contact details) other than those specifically requested in the personal details section.



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, 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. Provide effective leadership and management for the service responsible for delivering a professional, responsive and effective business support, ICT and resourcing service to the RDNCC. This includes overseeing ICT services, managing business operations and resourcing, ensuring efficient support for recruitment processes, and leading a PA team to ensure smooth operations and high-quality service delivery
2. Develop the team in line with objectives, including monitoring, managing and rewarding performance, identifying and addressing training needs and managing and supporting through organisational and process change



3. Work closely with the ICT function of the University to ensure that any operational developments or emerging requirements relating to business support ICT support are understood and implemented
4. Work closely with the Deputy Head of Corporate Management to ensure there is a consistent and cohesive approach to work across the team, that resource is allocated according to priorities and that required service level standards are achieved
5. Overseeing business processes, driving continuous improvement, resolving issues proactively, and collaborating with teams to optimise performance, ensuring the achievement of high standards in quality, customer satisfaction and operational excellence
6. Coordinate the organisational requirements and associated planning regarding business continuity. This includes conducting risk assessments, managing crises, and coordinating recovery strategies to meet the specific business continuity requirements as outlined in contracts
7. Liaise with key University colleagues and teams and participate in working groups to represent the RDNCC and ensure RDNCC is aware of and responsive to the requirements of the University

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 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 line managing staff, including identifying and addressing development needs, managing performance, and driving high performance across both direct and indirect reports
- A creative and flexible approach to tackling complex organisational challenges, with a strong focus on determination and resilience. The ability to prioritise effectively, manage multiple projects simultaneously, and meet tight deadlines while delivering measurable outcomes
- Proven ability to build consensus, encourage collaboration, and work across teams and functions to achieve shared goals
- Extensive experience in providing business management support and resourcing services, with proven experience in developing, implementing and managing business continuity plans, and a track record of delivering exceptional service



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.

Working at Leeds

You will be employed by the University of Leeds with access to the same benefits as all of our staff. You will be based at the RDNCC office on Queen Street, Leeds.

Regular in-person interaction is an expectation of all roles in line with service needs and the requirements of the role and we expect all RDNCC staff to spend at least 40% of their time office based. We are also open to discussing other flexible working arrangements.

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.



University of Leeds

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. We particularly encourage applications from, but not limited to Black, Asian, people who belong to a minority ethnic community; people who identify as LGBT+; and disabled people. Candidates will always be selected based on merit and ability.

Information for disabled candidates

Information for disabled candidates, or candidates with 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.

Visa Eligibility

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

