



Research Operations Manager (Systems and People)

Candidate Information

October 2023

The Institute of Cancer Research

Academic Services: Research Services

The role of the Academic Services directorate is to create an efficient and effective academic environment for the scientific community to flourish. The work of the Directorate underpins both research and education supporting the whole research lifecycle, providing education resources, administering all aspects of postgraduate study as well managing ICR information and personal data safely, fairly, and legally.

This post is part of Academic Services: Research Services

The Research Services function of Academic Services includes, the Research Services Unit, Strategic Grants, Policy and Partnerships and Core Research Facilities. The teams provide proactive research support to the research community including support for Faculty recruitment, research committees, research systems and information and grant coordination along with monitoring the UK research funding and policy landscape to ensure the ICR can respond to changes and opportunities. In addition the team is responsible for running key core research facilities.

Our mission
is to make the
discoveries that
defeat cancer.

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Our values

The ICR has a highly skilled and committed workforce, with a wide variety of roles, each requiring different skills. But whether you work as a researcher, or work as part of our corporate team, your work and behaviour is underpinned by these six values. They are what bring us together as one team - as 'One ICR'.



Pursuing excellence

We aspire to excellence in everything we do, and aim to be leaders in our field.



Acting with Integrity

We promote an open and honest environment that gives credit and acknowledges mistakes, so that our actions stand up to scrutiny.



Valuing all our people

We value the contribution of all our people, help them reach their full potential, and treat everyone with kindness and respect.



Working together

We collaborate with colleagues and partners to bring together different skills, resources and perspectives.



Leading innovation

We do things differently in ways that no one else has done before, and share the expertise and learning we gain.



Making a difference

We all play our part, doing a little bit more, a little bit better, to help improve the lives of people with cancer.



Our values set out how each of us at the ICR, works together to meet our mission – to make the discoveries that defeat cancer. They summarise our desired behaviours, attitudes and culture – how we value one another and how we take pride in the work we do, to deliver impact for people with cancer and their loved ones.”

Professor Kristian Helin
Chief Executive

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Job description

Department / division:	Academic Services
Pay grade / staff group:	Professional Services 3
Hours / duration:	Full time (35 hours per week), Monday to Friday. Fixed term for 2 years initially.
Reports to:	Head of Research Services
Main purpose of the job:	Management of key research operational processes both in relation to faculty and research systems support.

Duties and responsibilities:

Lateral Relationships

CEO
Heads & Deputy Heads of Research Divisions, Academic Faculty and Group Leaders
Dean of Academic and Research Affairs
Chief Research and Academic Officer, Director of Research Services
Directors of all Professional Services Divisions
Other Academic Services teams, including Core Research Facilities
Site Managers; Estates and Facilities teams

Key Objectives of the Role

Co-ordination of Professional Services support to establish new Research Groups liaising with other Academic Services colleagues, HR, Facilities, Site Management, Digital Services, Business and Innovation Office, Core Research Facilities and Communications as appropriate.
Operational aspects of the Faculty Lifecycle working closely with the Dean of Academic and Research Affairs, including ensuring mentors are appointed and involvement in Faculty networking and training events.
Oversee the maintenance of the ICR's formal organisational structure, ensuring that changes in Faculty are reflected. To include: Supervision of the Research Information Officer to ensure that new group leaders and new members of honorary faculty are set up with a group; that the overall record of the organisation structure is modified when teams start, change or leave and these updates are disseminated appropriately.
Co-ordination of the Group Leader leaver process, ensuring all regulatory issues are addressed.
Support the Director, Centre for in vivo modelling in establishing the Centre and provide operational support as required including secretariat for the BSU Oversight Committee
Support the implementation of the ICR's new Research Strategy and participate in, and where appropriate lead, cross-organisational projects to improve support for researchers and increase grant income.

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Key Duties and Responsibilities

1. Group Leader Recruitment and Leaver Process

- Support the new internal Faculty search function, liaising with colleagues in Research Services and overseeing the work of the Research Information Officer in this area, providing updates and reports to academic colleagues and senior Professional Services managers or directors as appropriate.
- Lead the cross-team activity which manages the recruitment process from the point at which a post is offered, to ensure equipment and space needs are assessed and appropriately negotiated. This will involve working in collaboration with the Chief Research and Academic Officer and Director of Research Services to support the CEO and Heads of Division to maintain Faculty numbers to ensure a critical mass is maintained (on average 4 recruitments and 4 leavers per year).
- Be responsible for coordination across ICR to ensure that all issues have been addressed when a member of Faculty leaves ICR and a research group closes.
- To have oversight of the ICR's formal organisational structure, ensuring that changes in Group Leaders, Professional Services teams and members of honorary faculty are appropriately reflected, and that updates are disseminated in a timely and accurate manner.
- Liaise with Finance and Learning and Development departments to coordinate the training of newly appointed faculty in grant management and research related processes

2. Preparation for new Faculty arrival

- Responsible for ensuring that each successfully recruited group leader is able to work productively at the ICR, and that any grants they hold are transferred to the ICR as soon as possible. This will include the development of detailed project plans for each new recruit; identifying the critical path for each move and monitoring progress; managing the interaction with different Professional Services. The post-holder will be responsible for the coordination of representatives from across the ICR and will include liaison with:
 - Finance and the Research Support Unit to facilitate the move of all relevant grants to the ICR.
 - Site Management to identify lab, office and write up space for the new team.
 - Site Management and Estates to identify any refurbishment work required.
 - Procurement with regard to any new equipment purchases and then with Facilities for specific site requirements.
 - Business and Innovation Office to facilitate the transfer of research agreements
 - IT for purchase of computing equipment.
 - HR for team recruitment/TUPE of staff.
 - Professional Services for new Faculty induction.
- Support the Dean of Academic and Research Affairs to ensure the appointment of mentors for all new Career Development Faculty (CDF) staff members.
- Address governance issues relating to animal ethics, transfer of ethical approval for clinical studies, data transfers etc.

3. Support for Faculty

- Work with members of the Strategic Space Management Committee to ensure the optimal use of space for research.
- Working with the Learning and Development team, in close collaboration with the Dean for Academic and Research Affairs where appropriate, on the organisation of Faculty networking events, e.g. Career Development Faculty Forum.
- Attend mid-term and non-time limited (NTL) tenure assessments, with responsibility for providing a succinct and accurate summary of discussion for CDFs, Heads of Division and Research Committee.

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4. Faculty Retreat event management

- Lead on drafting the annual Faculty Retreat programme liaising with the CEO, Heads of Division and Group Leaders as required
- Working with the Academic Recruitment Coordinator to ensure all logistics are in place.

5. Systems

- Support the Research Systems Officer in ensuring both iLabs (or any replacement) and the equipment catalogue are both fully functional
- Oversee the work of the Research Systems Product Manager, in particular in ensuring the smooth running of the FreezerPro tissue management software and Equipment Catalogue repository.
- Support work to improve the ongoing development and maturity of research systems throughout the ICR and, in particular, in Core Research Facilities.

6. Support for Research Strategy

- Support the Director, Centre for In Vivo Modelling in establishing the Centre for in vivo modelling and provide operational support as required
- Committee secretariat for the BSU Oversight Committee
- Coordinate the fundraising priority list, in collaboration with the Director of Research Services, Head of Core Research Facilities, Heads of Division and chair of the Research Infrastructure Oversight Committee and ensure the Development Team has up to date information about new Faculty starters and leavers.
- Working with the Research Strategy and Committees Manager, contribute to the coordination of activity to develop and/or update the research strategy and write briefing papers to support research strategy decisions.
- Minuting of strategic and operational research meetings as required.

General

Provide strong leadership to direct reports so that they are managed and developed in line with ICR's policies and procedures to achieve their maximum potential and to ensure they provide effective and efficient support for their areas of responsibility.

Establish, develop, build and maintain effective working relationships with other Professional Services teams within the ICR, such as, Finance, IT, Facilities and Estates and Human Resources.

Establish, develop, build and maintain effective working relationships with key people in the Royal Marsden NHS Foundation Trust to facilitate the appointment of clinical academics and strategic initiatives.

Work on several collaborative projects simultaneously and prioritise as necessary to achieve project goals.

Provide advice and input into the overall work of the Research Services Team.

Be familiar with The Institute's approach towards risk management including its policies and procedures, which require all staff to play an active part in identifying and managing risk.

All staff must ensure that they familiarise themselves with and adhere to any ICR policies that are relevant to their work and that all personal and sensitive personal data is treated with the utmost confidentiality and in line with the General Data Protection Regulations

Any other duties that are consistent with the nature and grade of the post that may be required.

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To work in accordance with the ICR's Values.

To promote a safe, healthy and fair environment for people to work, where bullying and harassment will not be tolerated.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or development.

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Person specification

Education and Knowledge

PhD in relevant scientific discipline	Essential
Detailed understanding of cancer research in the UK and internationally	Essential
Knowledge of the academic/charitable funding system	Essential
Qualification and/or formal certification in project management, or equivalent knowledge and experience	Desirable

Skills

Ability to use initiative to highlight potential problems/issues and to implement successful solutions	Essential
Excellent communication and influencing skills, including the ability to interact positively with senior scientists and managers	Essential
Ability to prioritise effectively and work flexibly to tackle new challenges and meet deadlines in a fast moving environment	Essential
High levels of literacy and numeracy	Essential
Excellent leadership and team working skills	Essential
Excellent interpersonal skills with the ability to work diplomatically with people from all backgrounds and organisational levels	Essential
Excellent IT skills; including MS Office suite and relevant project management software	Essential

Experience

Experience of project management in a research institute or higher education environment	Essential
Demonstrable experience in research management	Essential
Experience of independent working requiring a high level of decisiveness and judgement	Essential
Experience of identifying the key points contained within complex documents or lengthy discussions and communicating them effectively	Essential
Experience of interaction with senior staff in a range of context	Essential

General

Resilient with a drive and capacity for quick and accurate turnaround of work	Essential
Self-starter, with an ability to prioritise multiple tasks and work to competing deadlines	Essential

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Benefits

We offer a fantastic working environment, great opportunities for career development and the chance to make a real difference to defeat cancer. We aim to recruit and develop the best – the most outstanding scientists and clinicians, and the most talented professional and administrative staff.

The annual leave entitlement for full time employees is 28 days per annum on joining. This will increase by a further day after 2 years' and 5 years' service.

Staff membership to the Universities Superannuation Scheme (USS) is available. The USS is a defined benefit scheme and provides a highly competitive pension scheme with robust benefits. The rate of contributions is determined by USS and details of the costs and benefits of this scheme can be found on their website. If staff are transferring from the NHS, they can opt to remain members of the NHS Pension Scheme.

We offer a range of family friendly benefits such as flexible working, a parents' group, and a maternity mentoring scheme. Other great benefits include interest free loans for discounted season tickets for travel and bicycle purchases, access to the NHS discounts website, a free and confidential Employee Assistance Programme which offers a range of well-being, financial and legal advice services, two staff restaurants, and access to a gym and sporting facilities at our Sutton site.

Further information

You may contact Mark Claridge (Head of Research Services) for further information by emailing mark.claridge@icr.ac.uk. This job description is a reflection of the current position and is subject to review and alteration in detail and emphasis in the light of future changes or development.