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Operations Manager, Clinical Trials

Department/Division/Faculty:	Imperial Clinical Trials Unit, School of Public Health, Faculty of Medicine
Campus/Location:	Stadium House, White City Campus
Job Family/Level:	Professional Services; Level 4 (Salary scales)
Responsible to:	RSS Institutional Lead
Line management for:	Clinical Trial Managers, Monitors
Key working Relationships (Internal):	Staff within ICTU, NIHR RSS team, Therapeutic Area Leads and Statisticians, Investigators, Peer Review Committee(s) – as applicable, Divisional / Departmental Management Teams, Joint Research Office, Research Governance and Integrity Team, Human Resources
Key Working Relationships (External):	NIHR RSS staff based at partner institutions and national network of advisors, Clinical Investigators / collaborators within Imperial College Healthcare NHS Trust, and further afield, Divisional Research Managers (ICHNT), relevant ICHNT Research committee(s), the UKCRC Registered CTU Network, Funders, Sponsor organisations, other research institutions and organisations, local and national research networks, ethical and regulatory bodies
Contract type:	Full time or Part-time with 80% FTE minimum. Fixed term until 30th Sept 2028 in the first instance.

Purpose of the Post

This role offers an exciting opportunity to join a collaborative, multi-institutional team at the NIHR Research Support Service (RSS), based within Imperial Clinical Trials Unit (ICTU).

The RSS supports clinicians, health and social care professionals, academic researchers and innovators in the development of high-quality research proposals and fellowship applications for applied health and social care funding.

ICTU is a member of the UK Registered Clinical Trials Unit Network and brings together academic, clinical and trial management expertise from across the Imperial College Academic Health Science Centre to deliver world class clinical trials of all phases and designs. The Unit also collaborates with members of the designated Academic Health Science Network for North West London, Imperial College Health Partners, other national clinical and scientific key opinion leaders, other CTUs and with Industry.

The Unit leads primarily on the design, conduct and analysis of national and international multi-centre trials, has staff with specialist disease and methodological knowledge, and has input at all stages of the trial lifecycle; thus, ensuring all activities are conducted according to the principles of ICH GCP and in compliance with the appropriate regulatory and ethical requirements.

This is a key role within ICTU and the RSS. As part of the Management Team at ICTU, you will be responsible for contributing to the successful delivery of operational activities across the ICTU portfolio, as well as being pivotal to achieving the planned expansion and strategic direction of the wider trials' unit.

Working closely with the Director of Operations and other multi-professional groups both inside and outside Imperial College, this role requires a thorough understanding of, and expertise in, the conduct of clinical trials, research management and governance. The post holder will undertake a wide range of trial activities from development of initial concept and submission of grant applications with accurate costs, through senior oversight of conduct of studies to successful delivery to time and within budget.

As an RSS Advisor on clinical trial operations, you will work closely with colleagues from world-leading institutions, including Imperial College London, King's College London, University College London, and Queen Mary University of London. Your primary responsibility will be to provide expert advice and tailored support to researchers from a wide range of disciplines, helping them to strengthen their project plans and funding applications.

You will play a pivotal role in assisting researchers in refining their ideas, navigating funding requirements, addressing methodological challenges and highlighting innovative approaches to clinical trial delivery. The role requires a person with strong research communication skills who can contribute creative insights and support others in advancing their research goals.

Success in this role will require strong and effective working relationships to be established and maintained between ICTU, RSS colleagues, therapeutic area teams and Leads, and associated Departments, organisations and bodies within the College.

This role will also involve the line management of members of the allocated ICTU study teams; these will be predominantly Clinical Trial Managers and Monitors, and teams will evolve as the portfolio expands. You will be expected to contribute to and support the personal and professional development of those staff that they manage, as well as assist with training and development programmes for the wider Unit group.

In addition to the above responsibilities, you will be expected to collaborate with the ICTU Director of Operations with the implementation of new and refined processes and systems to ensure standardisation, consistency and optimal functioning across all activities.

Key Responsibilities

Business Development	• Developing opportunities for shared learning and collaboration across the RSS and ICTU, including the cross-referral of ICTU collaborators for RSS support and to help generate new business for ICTU • Work closely with Investigators and research teams to develop their research proposals and present the proposals to the Collaboration Committee for review, via the relevant Peer Review Committee / Stakeholders • Play a key role in the work up of relevant grant applications for ICTU adopted trials. This will include negotiating costs with PIs and academic collaborators to create trial specific budgets and forecasts as well as advising on the content of grant applications in relation to trial design, trials unit input and research governance.
Clinical Trials	• To be a key member of the ICTU Operations management team and work closely with the multi-disciplinary Unit team consisting of the Director of Operations, other Operations Managers, Head of QA, Departmental Manager, Heads of Clinical Trials Statistics, Head of Clinical Data Systems, Senior statisticians. • Support the ICTU Director of Operations to develop and deliver a range of clinical trials many of which will be devised, set up, carried out and analysed by the unit. Where possible these trials will be registered with the NIHR RDN. • To take special responsibility for the development and setting up of trials with subsequent handover once Clinical Trial Managers are appointed to the grants, at which point the Operations Manager will provide oversight of the trial. • To identify barriers to the rapid delivery of and participation in studies and develop strategies with the operations team, Clinical Trial Managers, Principal Investigators and other interested parties to overcome these barriers to reduce trial delivery time and increase study participation. • To apply existing expertise and experience in ethical and regulatory matters across all aspects of trial conduct to ensure necessary levels of compliance are achieved at all times and to support other members of the team in this area. • In collaboration with Research Services, oversee the negotiation of the contracts for each new trial to ensure the conditions are achievable and desirable and that reimbursement is adequate to achieve a high standard of work. • In collaboration with the Head of QA, oversee the management of the allocated ICTU trials, supporting the Clinical Trial Managers to ensure the trials are run in an efficient way, conforming to their study protocols, SOPs, study manuals and all applicable regulatory and ethical standards.

	• To work closely with other member of the multi-institutional team of RSS Advisors and support the Team Lead in the delivery of timely and high-quality support for clients. • To provide expert advice to RSS clients, with a focus on developing competitive funding applications that are aligned with Government and National Institute for Health and Care Research (NIHR) priorities. • To champion best practice in clinical research design, such as inclusive recruitment strategies, meaningful patient and public involvement, digital recruitment solutions and decentralised methods. • To commit to continuous professional development to maintain and extend knowledge of clinical trial funding streams, and the remit and requirements of those opportunities.
Line Management	• Oversee the recruitment of ICTU Clinical Trial Managers, Clinical Trial Monitors, and Clinical Trials Administrators. • Ensure that appropriate facilities and management services are provided for ICTU staff working both within the CTU and externally around the country and overseas. • Provide direct line management for allocated ICTU staff and ensure that appropriate channels are in place to maintain professional accountability. • In conjunction with other Operations Managers and the Director of Operations, oversee project staff training and professional development to ensure that the ICTU team provides the knowledge, skills and professional capabilities for effective delivery of unit activities. This will include the development and implementation of an induction programme, performance monitoring and professional development planning for ICTU project staff including identification of training needs and implementation of appropriate education programmes. • In conjunction with the Operations Managers contribute to the development of national training programmes as required • In conjunction with the Operations Managers contribute to strategies for wider training within the unit and the formation of wider training networks and initiatives.
Finance and General Management	• Contribute to the management, monitoring, control, and reporting of budgets relating to trials, working closely with the ICTU Director of Operations, other Operations Managers, Clinical Trial Managers, Divisional / Departmental Administrative teams, Research Services and appropriate external organisations. • Act as a primary contact with Research Services, Divisional Administration and Human Resources. • Advise on financial developments of grants as required.
Information, Performance and Quality Assurance	• Assist with the production of key documents, plans and reports, including metrics, financial plans and reports and annual reports • In conjunction with other Operations Managers, ensure that information is disseminated across the network as appropriate, ensure that information is uploaded as required onto local and national

	databases in a timely and accurate way, and generally ensure that all trial related information is managed to the highest operational and regulatory standards. Liaising with Divisional Administration on issues of Data Protection where appropriate • Maintain a strong and current working knowledge of developments regarding clinical trials, other clinical research, regulation and governance, and NHS structures and services and inform and guide the ICTU appropriately
Communication and Relationships	• Provide advice on clinical trial operations and the funding application process • Record activities and advice provided on RSS systems as directed • Contribute to the development and provision of online and in-person training • To attend and contribute to regular advisors' team meetings and occasional RSS meetings and training/development events as requested • Provide advice, support, and guidance to other members of the RSS and ICTU team • Identify funding opportunities for Academics across collaborating therapeutic areas and advise ICTU staff accordingly • Increase awareness of Investigators about the ICTU Collaboration process • Contribute to RSS and ICTU communications and marketing including the preparation and delivery of presentations, reports and newsletters to colleagues, trial Sponsors, the Investigators and staff of the trials run by ICTU, and other relevant organisations and stakeholders as required • Represent the RSS and ICTU at a local and national level • Establish and maintain effective working relationships with all relevant organisations and individuals, including RSS and ICTU members, staff at other CTUs and the UKCRC CTU Network, providers of NHS services, staff from the Clinical Research Networks, commercial and charitable bodies, SIDs and departments of IC – especially the Joint Research Office, Human Resources and Research Services, Principal/Chief Investigators, other relevant staff and outside organisations (especially Sponsors and potential sponsors) and suppliers

Person Specification

Requirements Candidates/post holders will be expected to demonstrate the following:	**Essential (E)/ Desirable (D)**
Education	
Professional knowledge of clinical research management acquired through a degree or equivalent and supplemented by (a) specialist training to doctorate or equivalent level, or (b) management qualification, or (c) equivalent experience.	E

Experience & Knowledge	
Experience of professional leadership, at an operational level	E
Experience of clinical research management at a senior level, to include extensive experience in the planning, coordination and conduct of clinical trials and other clinical research studies	E
Experience in the line management of research and research–related staff	E
Knowledge of the governance and legislative framework for conducting clinical research studies, including Good Clinical Practice	E
Knowledge of current national systems and structures for the funding and support of clinical research in the NHS	E
Knowledge of a range of funding streams for clinical trials, and experience of applying for research and/or fellowship grants	E
Experience of effective project management	E
Experience of successful financial management including understanding of FEC costing	E
Experience of public involvement, community engagement, or research inclusion in the context of research and applying for funding	D
Experience in the use of digital recruitment solutions and/or decentralised methods for clinical research delivery	D

Skills & Abilities	
Proven leadership skills	E
Ability to communicate highly complex, sensitive or contentious information both orally and in writing, both internally to colleagues and externally to a range of audiences, including large groups	E
Ability to prepare and deliver presentations and reports to a high standard	E
Proven interpersonal skills to work with clinical and management colleagues at all levels across a range of organisations	E
Ability to analyse and interpret highly complex information, and ability to make judgements regarding a range of highly complex research management issues	E
Strong problem-solving skills	E
Ability to plan, manage, adjust and deliver complex projects, involving multiple agencies and individuals and a broad range of activities to tight deadlines	E
Ability to work with minimal day-to-day supervision	E
Good IT skills, particularly in the use of Web applications and MS Office applications	E
Flexible approach to working and a desire to develop knowledge	E
Excellent attention to detail	E
Highly motivated, with the ability to influence and inspire others	E

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Further Information

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.
Our values are at the root of everything we do and everyone in our community is expected to demonstrate Imperial:

- Respect
- Collaboration
- Excellence
- Integrity
- Innovation

Employees are also required to comply with all Imperial policies and regulations.

We are committed to equality of opportunity, to eliminating discrimination and to creating an inclusive working environment for all. We encourage candidates to apply irrespective of age, disability, marriage or civil partnership status, pregnancy or maternity, race, religion and belief, gender reassignment, sex, or sexual orientation. You can read more about our commitment on our webpages.

[October 2026]