

# JOB DESCRIPTION



<b>Job Title:</b> Project Manager
<b>Department:</b> Health Services Research and Policy
<b>Faculty/Professional Service:</b> Public Health and Policy
<b>Location:</b> Tavistock Place, London
<b>Reports to:</b> Debby Stanley, Department Manager
<b>Responsible for:</b> Project administrator
<b>Full Time/Part Time/Casual:</b> Part-time
<b>Hours (if less than full time):</b> 0.6 FTE (21 hours)
<b>Grade:</b> Grade 6
<b>Overall Purpose of the job:</b> The post-holder will have overall administrative, management and financial responsibility for the £2.5 million NIHR-funded project entitled: <i>“Mixed-method impact and implementation evaluation of the “Pharmacy First” Services for management of common conditions”</i> (or, “Pharmacy First Evaluation”).  LSHTM is leading the study in collaboration with research teams at UK-HSA and the Universities of Manchester, Nottingham and Oxford. The evaluation aims to assess the impact of the “Pharmacy First” scheme on health services, antimicrobial resistance, prescribing safety, and patient outcomes and preferences.  The post-holder will report to the Department Manager, while remaining accountable to the co-Principal Investigators, Professor Nicholas Mays and Dr Rebecca Glover.

## General Information

The London School of Hygiene & Tropical Medicine (LSHTM) is one of the world’s leading public health universities.

Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice.

Staff and students are committed to helping create a more healthy, sustainable and equitable world for everyone, because we believe our shared future depends on our shared health.

We embrace and value the diversity of our staff and student population and seek to promote equity, diversity and inclusion as essential elements in contribution to improving health worldwide. We believe that when people feel respected and included, they can be more creative, successful, and happier at work. While we have more work to do, we are committed to building an inclusive workplace, a community that everyone feels a part of, which is safe, respectful, supportive and enables all to reach their full potential.

To find out more please visit our [Introducing LSHTM page](#).

## Our Values

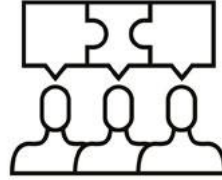
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**Act with  
integrity**



**Embrace  
difference**



**Work  
together**



**Create  
impact**

## FACULTY/DEPARTMENT INFORMATION

### Faculty of Public Health and Policy

The Faculty of Public Health and Policy (PHP) aims to improve health in the UK and worldwide. We do this through research, teaching and consultancy in the areas of health policy, health systems and services, and public health. We run a range of popular and respected MSc courses, research degrees, short courses and CPD. The faculty has around 250 academic staff, 50 Professional Services staff, and 250 doctoral students. We are the largest multi-disciplinary public health group in Europe, and one of the largest groups world-wide of social scientists working on health. We use multidisciplinary and multi-method approaches to generate new knowledge to improve health in specific contexts and inform transferability of approaches across contexts. We engage with people, policymakers and service providers to ensure our research is inclusive, relevant, and informs policy and practice.

Our research, teaching and consultancy are inter-disciplinary, encompassing anthropology, economics, epidemiology, geography, history, international relations, mathematics political science, psychology, public health medicine, sociology and statistics.

### PHP is made up of three departments:

- Department of Global Health and Development which focuses on health policy and systems research, economic evaluation, gender violence and violence in childhood, and medical humanitarianism, all primarily in low and middle income settings.
- Department of Health Services, Research and Policy which focuses on improving the quality, organisation and management of health services and systems.
- Department of Public Health, Environments and Society which focuses on the social and environmental influences on health and how these are addressed.

## Department of Health Services Research and Policy (HSRP)

The aim of the Department is to carry out research that helps to improve the quality, organisation and management of health services and systems. This work covers the three essential stages required to improve health care at the service, organisational and national level:

- studies to establish the most effective practices and policies, including how care can be best organised and delivered
- research assessing the quality of existing services and policies
- establishing how services and policies can be improved to achieve more resilient systems.

We conduct research aiming to understand how health services and systems behave, alongside applied research to support clinicians, managers, and policymakers. Our work brings together a wide range of methods, including quantitative evaluation, policy analysis and qualitative studies, and teams from a wide range of disciplines.

In addition to running a large number of research projects, we also run the [Clinical Effectiveness Unit](#) at the Royal College of Surgeons of England and support a similar unit at the Royal College of Obstetricians & Gynaecology.

HSRP is home to the National Institute of Health Research (NIHR) [Policy Innovation and Evaluation Research Unit \(PIRU\)](#) and the Policy Research Unit in Health and Social Care Systems and Commissioning (PRUComm); we are also partner in the [Quality Safety and Outcomes Policy Research Unit \(QSO PRU\)](#) and host one of the two UK offices of the [European Observatory on Health Systems and Policies](#).

While most of our research focuses on high-income countries, the UK in particular, an increasing portfolio of work addresses health system challenges in low resource settings, with a focus on mental health and non-communicable diseases, with close links to the LSHTM's [Centre for Global Chronic Conditions](#).

We host the [Journal of Health Services Research & Policy](#). The journal presents the latest scientific research, insightful overviews and reflections on underlying issues, and innovative, thought-provoking contributions from leading academics and policymakers.

Publications by department staff can be found in the School's [online publications repository](#).

## **Main Duties and Responsibilities**

### **Project Management**

- Contributing to the management and strategic development of the evaluation and assisting the co-Principal Investigators (Co-PIs) in achieving the evaluation's objectives on time, within budget, and in scope.
- Providing significant input into the short- and longer-term planning of the evaluation (and potential related applications) through helping to develop the scope, plan, budget and strategy for managing activities.
- Operating as a key member of the evaluation's management team and other groups as required.
- Developing, implementing and maintaining appropriate mechanisms for tracking progress of individual work packages and the evaluation as a whole; identifying and mitigating risks and monitoring policy and practice impacts.
- Assisting in the production of progress, interim and final reports charting the progress of the evaluation against key milestones, aims and deliverables.
- Confidently and independently working to mitigate issues and risks to the evaluation; knowing when to confer with the Department Manager, Co-PIs, the wider evaluation team and/or staff with specialist knowledge.
- Solving problems by using knowledge of set procedures and guidelines from LSHTM, NIHR and other governing bodies; using initiative and creativity to solve more unusual problems, interpreting School and funder policies and procedures and assessing the consequences of various courses of action before agreeing best option with Co-PIs and/or DM as appropriate.
- Supporting academic staff in the preparation and submission of research ethics, research and information governance and data sharing applications, including answering queries from ethics and governance bodies and tracking the progress of applications and amendments.
- Supporting academic staff to ensure the evaluation is carried out in accordance with the requirements of internal and external research ethics and governance bodies, including the safe storage and handling of personal and other sensitive data.
- Overseeing the production of relevant funder, collaboration, data control/sharing, and consultancy agreements and any other relevant agreements required for the evaluation.
- Owning the evaluation protocol and ensuring that all changes to the evaluation, including in content and methodology, are accurately captured in version-controlled documents and approved by the relevant stakeholders.
- Aiding the PPIE and EDI leads in exploring opportunities for Public and Patient Involvement and Engagement (PPIE) throughout the evaluation, and supporting engagement activities and workshops.
- Participating in relevant training and upskilling to improve knowledge and understanding of PPIE and build confidence in involving the public in research.

- Supporting the running of training for both PPIE members and the wider evaluation team.
- Monitoring staffing and advising the Co-PIs on funding and staffing spare capacity/shortfalls to ensure successful delivery of the evaluation.

### **Financial Management**

- Being responsible for the development, strategic management and control of budgets within the evaluation, liaising with the LSHTM Research Operations and Finance teams, and ensuring all procedures and transactions are in line with LSHTM regulations.
- Overseeing and advising on all financial matters, and leading on decision-making in the absence of the co-PIs where appropriate.
- Identifying, analysing, providing recommendations for, and managing potential financial risks in a timely manner.
- Being the primary source of financial information for the Co-PIs, wider evaluation team and LSHTM Research Operations and Finance teams on all matters relating to management and allocation of financial resources.
- Leading on financial reporting: liaising with collaborators and LSHTM Research Operations and Finance teams to ensure clear processes are in place to produce accurate regular reports to the funder.
- Keeping up-to-date on LSHTM and funder requirements related to expenditure and reporting.
- Being responsible for drafting and updating the overall evaluation budget and those of individual work packages and collaborators, including reprofiling these budgets in light of protocol and funding changes, where required.
- Developing and maintaining processes to monitor, analyse and forecast the evaluation's budget, and ensuring that key financial information can be provided quickly and efficiently, e.g. for budgeting, financial reporting, responding to funder and collaborator queries.
- Supporting the preparation of detailed research proposals relating to the evaluation, including proposals required to secure additional funding (in particular, budgets, project management arrangements, Gantt charts, etc.).
- Adhering to all other LSHTM policies and processes.

### **Communications**

- Liaising with the range of LSHTM departments relating to the effective operation of the project, in particular, the Research Operations team, Finance team, Human Resources, Procurement, Communications and Engagement, and the Research Governance and Integrity Office.
- Establishing and maintaining good working relationships with the funder, collaborators and other key people and organisations involved with the evaluation.
- Handling enquiries (including those related to compliance, data integrity, ethics and governance) from NIHR, collaborating institutes, local research governance offices, other organisations, press and members of the public.

- Ensuring the evaluation team is supported to function cohesively through effective communications with academics, health care workers (including GPs and pharmacists) and patients and members of the public involved in the research.
- Arranging and attending regular catch-up meetings between the evaluation team, collaborators, funder and liaison staff; leading the coordination of the Study Steering Committee and other advisory groups, including drafting Terms of Reference; representing the evaluation at other key meetings.
- Developing (alongside members of the evaluation team and relevant PPIE contributors) and managing robust communication and output plans to improve knowledge transfer and awareness of the evaluation and its objectives.
- Directing the development of external communications materials including (but not limited to) impact reports, one-pagers, videos, slide decks, newsletter and a podcast in line with the communications strategy; identifying appropriate communications channels for target audiences.
- Taking ownership of the evaluation's website: liaising with the Project Administrator, Communications Officer and evaluation team to ensure an up-to-date, high-quality website is maintained.
- Planning and overseeing the organisation of evaluation dissemination events, including the provision of requisite materials.
- Actively participating in professional networks within LSHTM and beyond to maximise internal and external exposure and to see opportunities to leverage resources for the benefit of the evaluation.

### **Other Responsibilities**

- Assisting with recruitment of research and administrative staff by drafting job descriptions and person specifications in line with the School's recruitment procedures.
- Attending and contributing to working and steering groups, PPIE groups, consultations and other meetings at Department-, Faculty- and School-level as required.
- Directly line managing a Project Administrator (Grade 4) and line managing and/or mentoring other members of administrative staff in the Department as delegated by the Department Manager; providing effective leadership, training, mentorship, development and delegation of work.
- Providing cover during absence of other Professional Support Staff, including dealing with queries, attending meetings and making urgent decisions if appropriate and required.
- Contributing to general activities of the Department, Faculty and School that help promote the objectives of LSHTM.
- Playing a wider role within HSRP supporting new projects/research income.
- Showing commitment to continued professional development, identifying gaps in own knowledge and opportunities to expand expertise.

## Generic duties and responsibilities of all LSHTM employees

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is consultation with the post-holder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Dean of Faculty, Head of Department or Head of Professional Service.

The post holder will be responsible and accountable for ensuring all LSHTM policies, procedures, regulations and employment legislative requirements are adhered to including equality and diversity and health and safety.

**This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual Performance and Development Review (PDR).**

## PERSON SPECIFICATION

This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

Competency	Evidence	E / D
<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• Higher education to degree level or equivalent relevant experience.</li> <li>• Evidence of continuing professional development including regular attendance on internal and external study programmes.</li> </ul>	<p style="text-align: center;">E</p> <p style="text-align: center;">D</p>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Proven experience of managing large, complex research projects with multiple partners and across multiple sites.</li> <li>• Proven experience of providing comprehensive and proactive high-level project management support in Higher Education / research (or a similar environment).</li> <li>• Proven experience of developing or establishing systems and processes to manage financial information, project deliverables and research-related outputs (e.g. publications, dissemination activities), proposing and implementing ways of working more efficiently and effectively.</li> <li>• Excellent relevant IT skills (e.g. Microsoft Office) and ability to learn new software packages.</li> <li>• Some experience of research ethics and research and information governance application processes, preferably in the health field.</li> <li>• Some experience of supporting and/or organising patient and public involvement and engagement in research, and an interest in furthering knowledge and skills.</li> </ul>	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">D</p> <p style="text-align: center;">D</p>



<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Financially literate with sound knowledge of budgeting methodologies and resource management concepts.</li> <li>• Knowledge of academic research and funding within the HE and research sectors.</li> <li>• Experience of working with DHSC and NHS England.</li> </ul>	<p>E</p> <p>E</p> <p>D</p>
<b>General</b>	<ul style="list-style-type: none"> <li>• Excellent written and oral communication and interpersonal skills including proven ability to: draft documentation, present financial and other information in a clear and logical format, establish and maintain positive working relationships and communicate and negotiate effectively with colleagues at all levels.</li> <li>• Proven ability to be proactive, assess priorities and effectively manage work, work under pressure to tight deadlines and manage workload without supervision.</li> <li>• Proven ability to use initiative and sound judgement to recognise and deal effectively with potentially sensitive situations, exercise discretion, and to anticipate and solve problems.</li> <li>• Commitment to supporting LSHTM's EDI policy and procedures, and completing regular training.</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>

E-Essential: Requirement without which the job could not be done

D-Desirable: Requirements that would enable the candidate to perform the job well

Date compiled: March 2024

## **Salary and Conditions of Appointment**

The post is part-time 21 hours per week, 0.6 FTE and fixed term until 31 January 2027. The post is funded by the National Institute for Health and Care Research and is available immediately.

The salary will be on the Professional Services salary scale, Grade 6 in the range £43,947 - £49,908 per annum pro rata (inclusive of London Weighting). the Pension Scheme is available. The post is based in London at LSHTM.

The post will be subject to the LSHTM terms and conditions of service. Annual leave entitlement is 30 working days per year, pro rata for part time staff. In addition to this there are discretionary "Wellbeing Days." Membership of the Pension Scheme is available.

LSHTM has a Hybrid Working Framework, which alongside agreed service requirements, enables teams to work more flexibly (if the role allows), promoting a greater wellbeing and work/life balance.

## **Application Process**

Applications should be made on-line via our [jobs website](#). Applications should also include the names and email contacts of 2 referees who can be contacted immediately if appointed. Online applications will be accepted by the automated system until 10pm of the closing date. We regret that late applications cannot be accepted. Any queries regarding the application process may be addressed to [jobs@lshtm.ac.uk](mailto:jobs@lshtm.ac.uk).

The supporting statement section should set out how your qualifications, experience and training meet each of the selection criteria. Please provide one or more paragraphs addressing each criterion. The supporting statement is an essential part of the selection process and thus a failure to provide this information will mean that the application will not be considered. An answer to any of the criteria such as "Please see attached CV", "Yes" or "No" will not be considered acceptable and will not be scored.

Please note that if you are shortlisted and are unable to attend on the interview date it may not be possible to offer you an alternative date.

## **Asylum and Immigration Statement**

LSHTM will comply with current UKVI legislation, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.

This role does not meet the minimum requirements set by UKVI to enable sponsorship under the skilled worker route. Therefore we cannot progress applications from candidates who require sponsorship to work in the UK.

Please refer to the UKVI pages