

JOB DESCRIPTION



Job Title: Research Systems Manager
Department: Information Technology Services
Faculty/Professional Service: Central Service
Location: London/Hybrid
Reports to: Head of Information Security and IT Compliance, with dotted line to the Clinical Trials Unit (CTU)
Full Time/Part Time/Casual: Full-time
Grade: Grade 7
Overall Purpose of the job: The Research Systems Manager will be accountable for the strategy, development and delivery of IT services in support of research, with a focus on Clinical Trials. They will manage and co-ordinate between LSHTM researchers, Clinical Trials Units in the UK, The Gambia and Uganda, Information Technology Services and the Research Governance and Integrity Office. They will support the leadership in all areas to ensure suitable research IT systems are in place, documented, and available to facilitate research within LSHTM. This includes advising on regulatory compliance and maintenance of relevant accreditation standards across clinical trial IT systems, and for the efficient planning, delivery and improvement of data governance and application systems provision. As a senior staff member within IT Services with strong links to research and governance functions across LSHTM, the Research Systems Manager is a strategic leader who will champion the planning and implementation of innovative, efficient and effective IT systems and robust data governance strategy and make a significant contribution to organisational strategy.

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

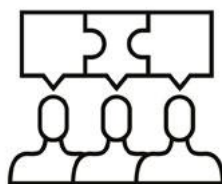
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**Act with
integrity**



**Embrace
difference**



**Work
together**



**Create
impact**

FACULTY/DEPARTMENT INFORMATION

IT Services at LSHTM consists of around 45 staff which support and develop all aspects of IT services and facilities for our staff and student users.

IT Services is structured into four constituent divisions: Operations and Support, Governance and Information Security, Enterprise and Web Systems and lastly Infrastructure and Architecture.

The Research Systems Manager role sits within the Governance and Information Security Team.

CLINICAL TRIALS UNIT INFORMATION

The LSHTM Clinical Trials Unit (CTU) is a UK Clinical Research Collaboration (UKCRC) registered CTU with an international reputation for developing and running high quality clinical trials designed to answer questions of global health importance. We have over 50 academic and professional services staff who provide specialist subject and methodological knowledge, and who input into all stages of the trial lifecycle including planning, co-ordination, data management, statistical analysis and reporting. We also have expertise in IT systems, infrastructure and software development. Our research activities are conducted according to principles and spirit of Good Clinical Practice and in compliance with the regulatory and ethical requirements.

Our CTU has a wide-ranging portfolio of trials in adolescent health, cardiovascular health, emergency care and trauma, maternal health, prevention of non-communicable diseases, and sexual and reproductive health. Our methodological expertise includes the design, conduct and analysis of trials of drugs, devices and treatments as well as trials of complex interventions for health and health behaviour change delivered in health care and community settings (e.g. schools) and by information technology.

Patients and the public are at the centre of our work. We involve patients and the public in the development, design, management and dissemination of our trials. We communicate our research to study participants, clinicians and the wider public and collaborate with policy makers to ensure patients benefit from the results of our research. We also strive to achieve trial efficiency through a focus on quality, cost and environmental impact.

We collaborate with international centres of excellence and are founding members of the LSHTM Trials Network, an interdisciplinary community with expertise in randomised controlled trial methods and delivery. We also develop resources and provide guidance to trialists across LSHTM and its research partners.

The Co-directors of the CTU are Professor Caroline Free and Dr Charles Opondo. The Director of Operations is Dr Shirine Voller.

Main Duties and Responsibilities

Reporting to the Head of Information Security and IT Compliance, and with a dotted line to the Clinical Trials Unit (CTU), the Research Systems Manager will act with limited supervision to deliver the following main activities and responsibilities:

- Build strong relationships and establish trust with LSHTM research staff, the Research Governance and Integrity Office (RGIO), CTU and IT Services to ensure coherence between researchers' digital and data needs and IT service provision that follows industry best practice and is compliant with regulatory standards.
- Provide leadership for data strategy, data management, software development and information governance activities for LSHTM's clinical trials, working closely with the CTU in London, LSHTM-MRC Units in The Gambia and Uganda and key collaborating partners who handle research data in conjunction with LSHTM.
- Lead on the strategic development and deployment of robust electronic research data collection solutions, including oversight of application programming. Responsible for advising on cost-effective and flexible data collection, storage infrastructure and archiving options for staff and research partners delivering research studies, in particular trials.
- Lead on establishing standards for the full lifecycle of collecting, processing and managing research data, including data handled at non-LSHTM sites where LSHTM is accountable. Oversee implementation of efficient, effective and secure procedures to support high quality data provision, control and governance.
- Contribute at a senior level to the robust quality infrastructures in place within LSHTM's IT, clinical trials and governance departments, including but not limited to: ISO 27001 certification for Information Security, ISO 9001 certification for Quality Management, DSPT for NHS data, European Regulations (e.g. ECRIN), ICH Good Clinical Practice and GDPR. Working with RGIO, ensure that LSHTM's legal, regulatory and contractual responsibilities with regard to data management, information governance and software development are fully compliant.
- Act as a strategic lead for the creation, implementation and evolution of a comprehensive data strategy and roadmap to help LSHTM trials deliver customer-focussed secure data management solutions, including in multi-country and multi-site contexts. Identify future challenges and new solutions in the data strategy and digital e-health landscapes, identifying issues and eliminating vulnerabilities.
- Manage and promote LSHTM's research services, including database applications, clinical trial management systems, IT infrastructure solutions and associated systems. Act as the System Expert for all new research service requirements, working alongside Business Analysts from the LSHTM Project Management Office.
- Ensure that service information is up-to-date and available so that researchers can readily access relevant services.
- Liaise with the community of research computing service users, including the HPC Operations Group and Faculty Research Compute Committees, anticipating service needs, identifying new opportunities and facilitating change management as required.

- Be the main liaison for LSHTM researchers within the CTU and the wider research community, to perform business analysis of their digital requirements, make recommendations based on that analysis and prepare and submit any required business cases.
- Prepare and present management information dashboards and reports to demonstrate progress against strategic objectives relating to research systems and data management for senior stakeholders in the CTU, IT Services and the Executive team.
- Participate as a standing member of the Information Governance and Cyber Security Board (InCy).
- Such other duties as are within the scope and spirit of the job purpose, the title of the post and its grading.

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
Education, Qualifications and Training	<ul style="list-style-type: none"> Educated to postgraduate degree level in an appropriate subject or equivalent experience in a related field. 	E
Experience	<ul style="list-style-type: none"> Substantial IT/ data systems leadership and management experience in a research organisation. Extensive experience of implementing behavioural and cultural change processes. Extensive experience of managing and governing data in a highly regulated research setting, e.g. Clinical Trials, with understanding of relevant statutory frameworks applying to data governance (data protection, information governance) in the UK and internationally. Extensive experience in managing software application and digital research systems, including system deployment within a secure web-based context. Experience of working across institutions and in multi-country contexts where consistently high data governance and IT system standards are required. Experience of working collaboratively with senior colleagues to guide and lead the alignment to roadmaps and strategic projects. 	E E E E D D
Knowledge	<ul style="list-style-type: none"> Knowledge and experience of IT Service design, service management and requirements analysis. Experience with a wide range of IT solutions relevant to research, e.g. High Performance Computing, database design and development, CTMS, Data Manipulation and Data Management. Extensive knowledge of the legislation and regulations applying to clinical trials and data governance, including principles of Good Clinical Practice, DSPT, quality management (e.g. ISO 9001) and information security (e.g. ISO27001, GDPR). Good understanding of current and emerging technologies and how other enterprises are employing them to drive digital business support Detailed knowledge of product management principles, methodologies and tools. 	E E E E D

General	<ul style="list-style-type: none"> • Exceptional leadership skills with the ability to develop and communicate the IT Research vision, and inspire, motivate and develop staff. Ability to demonstrate leadership in a matrix management structure and engaging teams and resources outside of your direct control. 	E
	<ul style="list-style-type: none"> • Excellent written and verbal communication skills, including the ability to persuade and influence, able to adapt communication style to suit the audience and to work with staff at all levels. 	E
	<ul style="list-style-type: none"> • Excellent organisational skills, with the ability to achieve results for multiple, simultaneous projects with competing demands. 	E
	<ul style="list-style-type: none"> • Commitment to team and self-development. Continually improves knowledge, skills and behaviours making sure to transfer any relevant knowledge/skills gained to others. 	E

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: 07 July 2025

Salary and Conditions of Appointment

The post is permanent and full-time 35 hours per week, 1 FTE. The salary will be on the Professional Services salary scale, Grade 7 scale in the range £52,581 - £60,191 per annum pro rata (inclusive of London Weighting).

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.

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.

Applications from candidates who require sponsorship to work in the UK will be considered alongside other applications. Applicants who do not currently have the right to work in the UK will have to satisfy UK Visas & Immigration regulations before they can be appointed.

Further information about Sponsorship and eligibility to work in the UK, can be found on the [government immigration rules page](#).