

Candidate Information

Position: Operations Manager
School/Department: School of Medicine, Dentistry and Biomedical Sciences
Reference: 25/113056
Closing Date: Monday 5 January 2026
Salary: £41,519 - £49,536 per annum
Anticipated Interview Date: Tuesday 13 January 2026

JOB PURPOSE:

The post-holders will be responsible for the day-to-day operational management of the NI Clinical Research Facility (NICRF) as directed by Director & Lead Business and Operations Manager and will have a clear understanding of the financial and strategic issues involved in the delivery of the NICRF. The post-holder will be based in the NI Clinical Research Facility on the University (U) Floor of the Belfast City Hospital. They will provide leadership/line management to the NICRF's Administration/Operations Team and be responsible for ensuring the effective governance, facilities and financial management of NICRF in line with NICRF@iREACH Health strategies, policies and development plans for delivery of clinical trials in NI.

MAJOR DUTIES:

1. Advise and support the NICRF Director/Lead Business Operations Manager in the development of short, medium and long-term financial plans and in the allocation, management and profiling of the NICRF's budget. Manage income and expenditure on a day-to-day basis providing estimates/profiles of income/ expenditure. Provide financial and analytical reports on the NICRF's financial position to the Director & Lead Business and Operations Manager and advise/support the Director in reviewing and addressing the financial health of the NICRF with regard to its financial sustainability.
2. Introduce pricing and cost strategies to ensure effective cost recovery for successful delivery of a sustainable NICRF. Responsible for the day-to-day financial administration and monitoring of the accounts associated with the NICRF, in line with QUB procedures and assist the Director/Lead Business and Operations Manager to ensure that all reporting and financial requirements, including those of external funders, are met to the required standard and on time. Be responsible for the day-to-day financial administration of all grants managed by the NICRF. Submit business cases to secure additional funding from relevant stakeholders.
3. Work as part of the senior team, led by the NICRF Director & Lead Business and Operations Manager to set short- and long-term strategic goals for the NICRF that are aligned to local and national research priorities.
4. Take a lead role in managing the NICRF physical infrastructure and facilities, including in the procurement and management of the NICRF's assets and consumables to enable the successful delivery of clinical trials. Ensure that response to maintenance needs is met and records are kept in line with client and user requirements.
5. Monitor and maintain records and management information systems/platforms to meet internal and external requirements. Prepare NICRF reports, including annual reports for all stakeholders and funders, eg. University and HSC R&D, providing detailed financial analyses and projections.
6. Manage the administrative processes associated with ensuring that the NICRF complies with all UK requirements for research ethics and NHS governance and all UK legal obligations. This will include working to the principles of good clinical practice.
7. Chair relevant operations committees and service as appropriate relevant strategic committees, to include drafting agenda, committee papers and minutes and ensuring actions are followed up. Have membership of relevant NICRF committees and relevant management-level committees and working groups as agreed by Director and Lead Business and Operations Manager. Have membership and represent NICRF at relevant external groups across research infrastructure agreed by Director and Lead Business and Operations Manager e.g. UKCRF Network.

8. Lead the relevant NICRF operations team and manage the recruitment and allocation of duties to achieve professional standards, oversee appraisal, providing guidance on best practice. Identify staff training and development needs, manage associated personnel records and documentation and ensure all personnel have completed appropriate general and specialist training to carry out their roles (Good Clinical Practice, HTA). Advise the Director/Lead Business and Operations Manager on the professional and support staffing requirements of the NICRF and draft business cases/applications to relevant funders for appropriate resource.
9. Manage the CRF Manager web-based application and other electronic platforms, lead on the interactions with host organisation IT partners to ensure continued development of systems in line with NICRF bespoke requirements. Lead training on CRF Manager to NICRF staff and users.
10. Liaise closely with all NICRF stakeholders across partner and user organisations to ensure appropriate communication and shared approaches to joint working. Communicate directly with academics, researchers, managers in HSC to ensure effective delivery of clinical trials in NI.
11. Establish, maintain, retain and review electronic and manual filing systems in accordance with stakeholders' responsibility to legislation, e.g. GDPR, Freedom of Information Act 2000, particularly for highly confidential and sensitive files/documents ensuring that confidentiality is always maintained in line with policies and procedures and those relevant to the sector.
12. Oversee the development and maintenance of the NICRF's website/social media platforms in accordance with University guidelines. Work seamlessly with the Belfast Regional City Deals (BRCD) Comms / iREACH Health comms partnership group to promote and disseminate our activity to raise the NICRF profile internally and externally.
13. Network and work collaboratively with key stakeholders and NICRF partners including major funding bodies (e.g. HSC R&D Public Health Agency for Northern Ireland), Research Councils, charities, industry, Health and Social Care organisations, national and international consortia/organisations to optimise their engagement and maximise their possible contribution to the objectives of the NICRF.
14. Undertake sector engagement and networking with peer organisations.
15. Undertake activities with relevant groups across QUB and BHSC to work up the operational agreements in the set up in iREACH Health.
16. To undertake other reasonable responsibilities or activities agreed with the NICRF Director/Lead Business Operations Manager in relation to any aspect of the management of the NICRF and iREACH Health.

ESSENTIAL CRITERIA:

1. Degree, HND, NVQ4 qualified in a relevant subject and/or professional qualification and relevant formal training, plus a minimum of 3 years practical experience (which may include relevant training) in a similar or related role(s). Or: Significant vocational/relevant experience of at least 4 years, demonstrating development through the acquisition of appropriate professional or specialist knowledge and involvement in a series of progressively more demanding relevant work/roles.
2. *A proven track record in the management of significant resources including staff, financial planning, purchasing, analysing and reporting.
3. *Planning and project management experience in order to be able to manage a varied workload as well as a number of projects/initiatives simultaneously and to balance competing pressures, deadlines and demands.
4. *Experience of working with a range of stakeholders to delivery a range of successful projects.
5. *Demonstrable ability to respond to changing situations and to plan, set and deliver time critical targets.
6. Appropriate level of ICT skills and knowledge of relevant software packages.
7. Ability to assimilate and analyse complex information.
8. Excellent oral and written communication and interpersonal skills in order to establish effective working relationships.
9. Strong negotiation skills with the ability to work with and influence senior management.
10. Team worker, supportive of other colleagues.
11. Highly motivated.
12. Ability to travel both locally and nationally.
13. Ability to work flexibly/unsocial hours.

DESIRABLE CRITERIA:

1. Relevant postgraduate qualification.
2. Experience of working in a Clinical research environment.
3. Experience of working with external bodies, e.g. Research Councils, Charitable bodies, Pharmaceutical companies, NHS Trusts etc in relation to management of research grants/contracts.
4. Demonstrate understanding of issues relating to good clinical practice, clinical research governance, HTA and research ethics.

ADDITIONAL INFORMATION:

This post will initially be based in the Northern Ireland Clinical Research Facility (NICRF) U Floor Belfast City Hospital (BCH) but will be relocated within iREACH Health building on BCH site. Due to the operational requirements of the posts, these roles are office based, 5 days per week. The post-holder will be required to sign an undertaking of confidentiality.

iREACH Health is an exciting new project for healthcare in Northern Ireland, the outcome of creative collaboration between academia, industry, the NHS, and public sector/government stakeholders to drive UK science and innovation and is focused on modernising our research infrastructure.

iREACH Health will drive continuous improvement in patient care and outcomes through innovation by integrating the activities of clinicians, life scientists and data scientists with industry partners to identify and develop new diagnostic tests, treatments, and health related technologies.

iREACH Health due to be operational in 2027, provides the platform to create a patient-centred, pro-innovation and digitally enabled clinical research environment.