

Job Description: Operations and Finance Lead – NIHR Primary Care Commercial Research Delivery Centre

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Organisation: NIHR Primary Care Commercial Research Delivery Centre

Reports to: Director, Primary Care Commercial Research Delivery Centre

Accountable to: Director, Primary Care Commercial Research Delivery Centre

Location: Windrush Medical Practice

Contract Type: Fixed-term to 31 October 2028

Hours: Part-time – 4 days per week

Salary: £75,000 pro-rata

Job Purpose

The Operations and Finance Lead is responsible for providing strategic, operational, and financial leadership within the NIHR Primary Care Commercial Research Delivery Centre (PC-CRDC).

The postholder ensures that the PC-CRDC operates efficiently, sustainably, and in compliance with NIHR, NHS, and university partner governance and financial frameworks.

They will oversee financial management, contracting, performance monitoring, and resource allocation, enabling the PC-CRDC to deliver a high-quality, inclusive, and innovative research portfolio across all specialties. Working closely with senior academic and clinical research leaders, they will contribute to strategic planning, business development, and continuous improvement of research operations in line with NIHR PC-CRDC priorities.

This role will require some travel to GPs surgeries within the TVH PC-CRDC.

Key Responsibilities

1. Strategic and Operational Leadership

- Provide operational leadership and strategic oversight for the delivery of the PC-CRDC's research portfolio, ensuring alignment with PC-CRDC and NIHR objectives and Key Performance Indicators (KPIs).
- Develop and implement efficient operational systems and processes to support research governance, delivery, and performance reporting.

- Support the PC-CRDC Director and co-Directors in business planning, organisational development, and risk management.
- Oversee compliance with NIHR contract terms, NHS policies, and research governance standards.
- Promote a culture of excellence, innovation, and continuous improvement in operational delivery.

2. Financial Planning and Management

- Lead financial planning, budgeting, and forecasting for all PC-CRDC activities.
- Manage and monitor income and expenditure, ensuring transparency, accuracy, and value for money.
- Produce regular financial reports for the operational management board and the host, NIHR funders and partner/collaborating organisations.
- Oversee NIHR funding allocations, recovery of research costs, and financial tracking of trial-related income.
- Ensure financial compliance with NIHR contract conditions, audit requirements, and NHS Standing Financial Instructions.
- Support development of business cases, funding proposals, and sustainability plans for future PC-CRDC activities.

3. Contracting, Governance, and Compliance

- Oversee the negotiation and management of research contracts, collaboration agreements, and service-level agreements with internal and external partners.
- Work closely with finance, legal, and research governance teams to ensure timely execution and compliance of agreements.
- Maintain robust governance and assurance systems to support delivery against PC-CRDC performance metrics.
- Ensure adherence to UK clinical research regulations, GDPR, and data governance standards.
- Lead preparation for internal and external audits, NIHR performance reviews, and compliance inspections.

4. Workforce and Resource Management

- Lead workforce planning and resource allocation for the PC-CRDC, ensuring capacity meets operational and financial targets.

- Line management of operational and administrative staff, including promoting professional development and wellbeing.
- Work collaboratively with finance, practice managers, HR and workforce lead to support recruitment, retention, and succession planning.
- Contribute to development of equitable and flexible workforce models that support delivery across the research portfolio.

5. Performance, Reporting, and Quality Improvement

- Develop and maintain performance dashboards, operational data systems, and financial monitoring tools.
- Report regularly on PC-CRDC delivery metrics to NIHR, operational management board and other stakeholders.
- Identify areas for improvement and implement initiatives to enhance efficiency, quality, and staff engagement.
- Support strategic decision-making using data-driven insights.

6. Partnership, Engagement, and Representation

- Build and maintain effective relationships with NIHR infrastructure partners (eg RRDN, other CRDCs), clinical divisions, academic institutions, industry sponsors, and local health systems.
- Build and maintain effective relationships with all PC-CRDC staff and the Diversity and Inclusion Lead.
- Build and maintain effective relationships with all PC-CRDC partners and collaborating GP practices and their research teams. Provide expert advice and support to all PC-CRDC system partners/collaborators.
- Liaise with operational teams in partner practices regularly to ensure effective collaboration
- Represent the PC-CRDC in national and regional NIHR forums related to operations, finance, and performance.
- Support collaboration across PC-CRDC and NIHR networks to optimise delivery capacity and share best practice.

Person Specification

Criteria	Essential	Desirable
Qualifications		
Educated to degree level or equivalent relevant experience.	x	
Evidence of ongoing professional and leadership development.	x	
Postgraduate qualification in business administration, finance, or research management.		x
Professional finance qualification (e.g. CIMA, ACCA, CIPFA).		x
Experience		
Significant experience in operational and financial management within NHS, NIHR, or higher education settings.	x	
Proven experience of leading teams, budgets, and projects in complex organisations.	x	
Experience of financial planning, reporting, and audit processes.	x	
Experience working directly with NIHR or similar funding bodies.		x
Experience managing research contracts and sponsor relationships.		x
Experience contributing to national or regional research infrastructure programmes.		x
Knowledge and Skills		
Strong understanding of research governance, NIHR contracting frameworks, and NHS finance processes.	x	
Excellent analytical and problem-solving skills with attention to detail.	x	
Proficiency in financial systems, data analysis, and reporting tools.	x	
Knowledge of risk management, business planning, and performance management.	x	
Familiarity with UK commercial research performance metrics and research costing methodologies.		x
Understanding of academic–NHS partnership structures.		x
Leadership and Communication		
Proven leadership and change-management skills.	x	

Ability to influence, negotiate, and build relationships across organisational boundaries.	x	
Excellent communication, presentation, and interpersonal skills.	x	
Experience representing an organisation at national or NIHR-level meetings.		x
Experience delivering staff training or mentoring.		x
Personal Attributes		
Strategic thinker with strong organisational and delivery focus.	x	
Committed to continuous improvement, integrity, and transparency.	x	
Collaborative, inclusive, and able to work under pressure.	x	
Values-driven leader who promotes equality, diversity, and innovation.	x	
Interest in developing research operations as a model of best practice nationally.		x
Mobility and travel requirements		
Able to travel to multiple GP locations across Thames Valley and Hampshire PC-CRDC	x	
Access to vehicle and full clean driver's licence	x	

CONFIDENTIALITY

The post holder may have access to confidential information relating to patients, their carer's, practice staff and other healthcare workers. They may also have access to information relating to the PC-CRDC as a business organisation. All such information from any source is to be regarded as strictly confidential.

Information relating to patients, carers, colleagues, other healthcare workers or the business of the PC-CRDC may only be divulged to authorised persons in accordance with the organisation policies and procedures relating to confidentiality and the protection of personal and sensitive data.

HEALTH & SAFETY

The post holder will assist in promoting and maintaining their own and other's health, safety and security as defined in the Health & Safety Policy.

EQUALITY AND DIVERSITY

The post holder will support the equality, diversity and rights of patients, carers and colleagues to include:

MEDICAL PRACTICE

- acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with the practice procedures and policies and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.

Signed on behalf of the practice:

Date:

(Print Name:)

Signed by employee:

Date:

(Print Name:)