

Imaging Operations Manager

Location: Flexible but expected to be within daily commuting distance of one of UK Biobank's imaging centres. Frequent travel to all Imaging Centres (Stockport, Newcastle, Reading and Bristol) is expected; opportunity for some remote working.

Salary: Circa £60,000 per annum depending on experience

Job Type: Permanent full-time post available, 35 hours per week



Who is UK Biobank?

UK Biobank is a major international health resource, with the aim of improving the prevention, diagnosis and treatment of a wide range of serious and life-threatening illnesses. UK Biobank follows the health and well-being of 500,000 volunteer participants, collecting health information which is globally accessible to academic and health researchers.

The Role

Since 2014 the imaging project has operated in "project mode". Currently all 4 purpose built imaging sites are undertaking a large scale "baseline" imaging project across. With go-live of the 4th imaging centre now imminent, the intention is to move to a "business-as-usual" delivery mode, with project/programme input as required for new initiatives / major changes.

This role is created to allow this shift in emphasis and the post holder will be responsible for the day to day operations of the imaging study (baseline and repeats), with specific responsibility / accountability for:

- generation of high quality, consistent and comparable data across all sites
- participant experience (including management of incidental findings & data confidentiality)
- line management of the centre leads / managers and the training / technical support teams to ensure safe, efficient, professional & cost effective operation at each of the 4 sites
- oversight / provision of the required infrastructure
- reporting against agreed KPIs.

The post holder will further support delivery of the UK Biobank imaging project by designing and implementing systems to ensure shared best practice, maximise data quality (including completeness and comparability) and eliminate process inefficiencies across the 4 sites.

The post-holder will work with the Lead Radiographer, MR Physicist, Centre Managers, the T&M team, and others to ensure that the project's primary objectives are met, specifically the generation of high quality data that is appropriately annotated and curated.

The post holder will lead the Imaging Senior Management Team and will work alongside the Imaging Programme Manager in respect of implementation of agreed changes and new initiatives. You will work closely with other key partnering teams to the sites as well as teams across other support functions.

It is an explicit expectation that the post-holder will spend a significant proportion of their time visiting and getting to know the various centres, centre managers, and their teams (anticipate min. 1 visit per month per centre).

What your day to day will look like:

The role holder has overall responsibility for day-to-day operations of the imaging project and will:

- Chair the Imaging SMT meeting (meeting structure, agenda, minutes etc.)
- Design and manage cross centre actions / initiatives to support safe and efficient operations at all sites, ensuring high quality data collection and an excellent participant experience
- Support the Centre Managers in agreeing, implementing and continually improving staff recruitment, development and career progression plans
- Design / manage communications strategies to motivate and enthuse delivery teams and ensure consistent data is collected across all sites

- Provide support to the Centre Managers, taking the lead in implementing initiatives to support strong and productive working relationships and encourage sharing of best practice
- Provide a central point of coordination /escalation for all imaging centre operational activities
- Provide short term Centre Manager cover in times of absence.

What we're looking for:

- Demonstrable experience of business operations / service delivery management
- Experienced in coaching and mentoring with a demonstrable ability to deliver results in a matrix organisational structure
- Educated to degree level or equivalent experience
- Demonstrable ability to forge strong, collaborative working relationships
- Experience of working to the requirements of a relevant ISO standard (e.g. ISO9001, ISO27001, ISO17025), GxP, or an equivalent quality system
- Knowledge and experience of creating and maintaining SOPs and risk assessments, etc
- Experience of team and line management, with the ability to motivate and positively influence others
- Excellent organisational skills, with an ability to prioritise workload, and remain resilient in a fast-paced environment
- Excellent written and verbal communication skills, including formal report writing
- Demonstrable ability to work with and influence at all levels of seniority
- Committed to quality / continuous improvement; experience of implementing / managing quality assurance for imaging
- Flexible attitude to duties and hours / location of work (willing to travel to other sites as required / full driving license)
- Excellent interpersonal skills and high professional standards
- Able to remain calm under pressure.

It would be good if you had:

- Management/leadership qualification
- Experience of managing or leading process improvement activities
- Experience of working in a health and/or health research environment
- Experienced in extracting information from data
- Experience of using PowerBI or similar
- Hold a science degree or equivalent

Salary and benefits for working at UK Biobank

- Circa £60,000 per annum depending on experience
- 26 Days Annual Leave + Bank Holidays
- Christmas Closure
- USS pension scheme (9.8% employee contribution & 21.6% employer contribution)
- Enhanced maternity/paternity/adoption/shared parental leave
- Enhanced company sick pay scheme
- Cycle to work scheme
- Health and wellbeing initiatives including an Employee Assistance Programme (EAP)
- Annual Flu vaccination
- Perkbox employee discount platform scheme
- An active social committee who organises events throughout the year
- Flexible work life balance policy
- Free onsite car parking (Park Square)
- Onsite café (Park Square)
- Gym facilities, we even have a putting green! (Park Square)

By working for UK Biobank you are part of an organisation whose mission is to contribute to improving the health of future generations.

UK Biobank strives to be a diverse and inclusive organisation, within which we can ALL be ourselves.

The closing date for applications is 16 June 2022, subject to early closure upon receipt of suitable applications.

Please click on the links for more information about [Working for UK Biobank](#) and [Recruitment guidance for candidates](#)

To apply

Please email your CV to jobs@ukbiobank.ac.uk