Job Description: Programme Manager

Faculty/Directorate/Service Area:	Faculty of Medicine, Health and Life Science
Job Title:	Programme Manager
Department/Subject:	Medicine
Salary:	Grade 10: £57,422 - £66,537 per annum together with USS pension benefits
Hours of work:	Full Time (35 hours a week) – part time applications will be considered
Number of positions:	1
Contract:	This is a fixed term position to May 2028
Location:	This is a hybrid position based at the Singleton Campus

Main Purpose of Post	The UK holds a wealth of mental health data that could transform the lives of people by improving our understanding of the development, prevention, and treatment of mental health conditions. Funded via the **Office for Life Sciences (OLS) Mental Health Goals Programme** and the Medical Research Council (MRC), this post supports the next phase of the **DATAMIND Trusted Research Environment (TRE) and Observatory**, is a secure, privacy-protecting digital platform designed to support cutting-edge research into mental health. It allows approved researchers to access, analyse, and link multi-modal health and administrative data in a safe and secure setting without compromising public trust or data security. Built on the world-renowned **SAIL Databank** and **Secure eResearch Platform (SeRP)**, the DATAMIND TRE provides a trusted, privacy-preserving space for data-driven research.

Reporting to **Professor Ann John**, but working across SeRP and DATAMIND, the successful candidate will lead both the operational delivery and strategic development of the TRE, working closely with partners across the UK. They will bring strong technical, programme management, and collaboration skills, helping to shape the future of mental health data research.

Main Duties and Responsibilities

The Programme Manager will be responsible for applying the following <u>independently in complex situations</u> and will <u>supervise others</u> in applying the same:

General programme management

1. **Identifying**, addressing and resolving differences between individuals and/or interest groups involved in the programme.
2. **Agreeing** contracts for the provision of goods and/or services for the programme, monitoring compliance and managing variances
3. **Establishing** and maintaining governance arrangements to enable the delivery of the programme, defining clear roles, responsibilities and accountabilities that align with institutional practice and governance structures.
4. **Managing** programme stakeholders, taking account of their levels of influence and particular interests |

5. **Preparing**, gaining approval of, refining and updating business cases that justify the initiation and/or continuation or reprofile of the programme in terms of benefits, costs and risks.

Leadership and strategy

6. **Promoting** the wider public good in all actions, acting in a morally, legally and socially appropriate manner in dealings with stakeholders and members of the programme team and the University.
7. **Securing** the provision of resources needed for the programme from either internal or external providers.
8. **Determining** the best means of satisfying requirements within the context of programme objectives and constraints, i.e. developing and managing solutions, business and service management processes, procedures and systems to support the operation of DATAMIND TRE.
9. **Developing**, implementing and updating resources allocation plans needed for the programme taking account of availabilities and scheduling.
10. **Developing** and agreeing financial plans and the operational budget for the programme, controlling forecast and actual costs, and liaising with the DATAMIND team, SeRP and wider University finance teams as required.
11. **Providing** leadership advice to the DATAMIND TRE team, including developing a team succession plan and establishing management links with the wider organisation.

Process and governance

12. **Developing**, implementing and maintaining standards and Key Performance Indicators (KPIS) relating to DATAMIND services, including internal and external customer service.
13. **Establishing** and managing IT governance arrangements for DATAMIND-related TRE infrastructure, and maintaining accurate records of relevant licenses and contracts
14. **Developing**, implementing and maintaining policies and other documentation related to management and operations of relevant infrastructure, including general operations of the DATAMIND TRE with regard to governance and research activity.
15. **Managing** and maintaining compliance with relevant accreditations for the DATAMIND TRE, such as ISO:27001 and UKSA DEA Processing Environment, including coordinating the process of obtaining accreditation and remaining accredited.
16. **Ensuring** procurement activities are carried out in accordance with university procedures.

Stakeholders and account management

17. **Establishing** and maintaining collaborative and positive working relationships with team members internal to population data science, members of the wider university and national and international research community
18. **Representing** DATAMIND in the maintenance and development of the SeRP catalogue services and pricing models, working in partnership with relevant business development teams to support the sustainability of the TRE.
19. **Engaging** with professional activities related to the department through networking at conferences and involvement with external groups, collaborators and other organisations.

	20. **Managing** client accounts, including ensuring efficient onboarding process into the DATAMIND TRE, maintaining regular and timely communications, ensuring contractual agreements are signed and adhered-to, managing queries and resolving incidents, and achieving timely outcomes to high standard. **Line-management** 21. **Providing** line management to DATAMIND TRE operations and implementation posts, including supporting and enabling the professional development of colleagues.
General Duties	22. To fully engage with the University's Performance Enabling and Welsh language policies 23. To promote equality and diversity in working practices and to maintain positive working relationships. 24. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. 25. Any other duties as agreed by the Faculty / Directorate / Service Area. 26. To ensure that risk management is an integral part of any decision-making process, by ensuring compliance with the University's Risk Management Policy
Leadership Values	All Professional Services areas at Swansea University operate to a defined set of Core Values: Professional services values and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. In addition you will operate to a defined set of Leadership Values: **We are Professional** We develop ourselves and our teams through continued professional development, and use feedback to improve. We create a culture that delivers successful outcomes through people, supporting, developing and challenging our teams to succeed. We involve our people in developing a vision for the future and in enabling innovation and change, improving University, team and individual performance. **We Work Together** We enable our teams to work together and across functions to deliver successful outcomes that exceed the needs and expectations of our customers. We are responsible for creating environments that demonstrate equality, foster trust, respect and challenge. We are accountable for providing clarity and direction, communicating the "big picture" and harnessing ideas and opportunities to achieve the University's vision. **We Care** We create environments that identify, understand and give priority to delivering the needs of the University Community (our students, colleagues, external partners and the public). We motive and

	inspire our teams to provide the highest standards of personalised care and in doing so uphold the Swansea University brand.
Project Management	**Project Management at Swansea University** **Working with the Association for Project Management (APM)** Swansea University is an APM Accredited organisation and considers the APM Body of Knowledge and the APM Competence Framework as the leading reference for its project management activities. The Strategic Portfolio Management Office is responsible for improving project and change management professionalism across the university. Advice, support, learning and development with respect to project and change management is available through this team. All project management staff are expected to become a member of a project management professional body, ideally the APM, see https://www.apm.org.uk/membership/ for guidance on individual membership.
Person Specification	**Leadership Values:** 1. Demonstrable evidence of creating a culture that delivers successful outcomes through people, developing and challenging teams to succeed and take pride in delivering professional services and solutions. 2. Ability to enable teams to work together and across functions to deliver successful outcomes that exceed the needs and expectations of customers, and in creating environments that demonstrate equality, foster trust, respect and challenge. 3. Demonstrable experience of creating environments that identify, understand and give priority to delivering the needs of the customer, and in motivating and inspiring teams to provide the highest standards of personalised care. **Qualification:** 4. A **first degree** in Business, Information Technology, Computer Science or comparable discipline required or equivalent qualification or significant relevant professional experience. 5. Either holds a **project management** qualification e.g. APMP, PRINCE2, etc. or with a willingness to work towards an Association for Project Management (APM) qualification. 6. Member of a recognised **professional body** or with a willingness to work towards APM membership. **Experience:** 7. Proven experience in **programme and project management**, including leadership, service management, and change management within large, multi-partner or research-driven environments. 8. Significant experience working within a **data science, health informatics, or research data infrastructure** setting.

9. Demonstrated ability to **manage complex stakeholder relationships** - engaging effectively with academic, technical, policy, and clinical partners and fostering collaboration across research, technical, and administrative teams.
10. Evidence of delivering programmes within agreed **time, cost, and quality constraints**, and managing budgets, risks, and governance processes.
11. Strong **communication** and interpersonal skills, with the ability to work collaboratively across disciplines and sectors.
12. Experience supporting or managing **secure research environments (TREs)**, or equivalent data governance and compliance frameworks.
13. Experience with **data access, management, or integration platforms** (e.g. SeRP, REDCap, data repositories, or clinical research systems).

Knowledge and Skills:
14. Strong understanding of **data governance, information security, and privacy legislation** relevant to research data (e.g. GDPR, ISO27001, Cyber Essentials, DEA).
15. Good awareness of international and national **standards and good practices** for IT infrastructure, data management, and interoperability in research.
16. Ability to **translate technical concepts into strategic plans** and operational processes that support secure, collaborative data research.
17. Excellent **organisational, analytical, and problem-solving skills**, with the ability to anticipate challenges and propose effective solutions.

Desirable Criteria:
18. Understanding of **Trusted Research Environments (TREs)**, **REDCap**, and data collection and management processes in research.
19. Familiarity with **SeRP**, the **SAIL Databank**, **DATAMIND**, and the wider **Welsh and UK data science landscape**.
20. Innovative thinker who can turn customer / team **requirements into workable solutions**.
21. **Knowledge of UK Higher Education** and research/grant-related procurement, finance and contract-management procedures.
22. Demonstrated **commitment** to personal and professional **career development.**

Welsh Language Level	Level 1 – 'a little' - pronounce Welsh words. Able to answer the phone in Welsh (good morning / afternoon). Able to use very basic every-day words and phrases (thank you, please etc.). Level 1 can be reached by completing a one-hour training course. For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available here.
Additional Information	Informal enquiries: dara.almeidamedina@Swansea.ac.uk