

<b>JOB TITLE</b>	<b>EASTERN ENGLAND SECURE DATA ENVIRONMENT OPERATIONAL LEAD</b>
<b>Banding</b>	£69,520 – £86,039 dependant on experience
<b>Hours</b>	37.5hrs/week (or 0.8FTE if preferred)
<b>Base</b>	Magog Court, Shelford Bottom, Cambridge CB22 3AD Hybrid working options available
<b>Team</b>	Health Informatics
<b>Accountable to</b>	Director of Health Informatics & SDE Programme Director
<b>Terms</b>	12 months maternity cover, with a view to extending dependant on securing funding

This role is offered on a hybrid basis, with all team members expected to attend 2–3 in-office days per month. The postholder will also need to be flexible to travel across the East of England and East Midlands for in-person meetings, as well as occasional national travel for conferences and events, to build trusted relationships and support the growth of the SDE.

### **About Health Innovation East:**

At Health Innovation East we believe that great ideas only make a difference for our health when they are put into practice. Health Innovation East is the innovation arm of the NHS in the East of England, and we are one of 15 regional Health Innovation Networks that support the introduction of innovative technologies, devices and care pathways to transform health and care.

The post holder will be part of the Health Informatics team at Health Innovation East, which designs and delivers secure, impactful data solutions that help healthcare, research, and life sciences organisations unlock the full potential of health data for patient benefit. Our team solves complex data challenges while upholding the highest standards of security, ethics, and public confidence to enable data-driven research and improve patient outcomes.

### **Role purpose:**

The Eastern England Secure Data Environment (SDE) is a regional NHS research data service enabling secure access to de-identified health data to support research, innovation, clinical trials and service improvement in line with national NHS England and Health Data Research Service (HDRS) priorities.

Following the merger of the East Midlands SDE into the East of England SDE, the Eastern England SDE now operates across an expanded regional footprint, working with NHS Trusts and partners across Eastern England to provide a scalable, federated research data infrastructure.

Cambridge University Hospitals NHS Foundation Trust (CUH) is the lead accountable organisation and Data Controller for the SDE. Health Innovation East works in close partnership with CUH to lead programme delivery, service operations, platform development and the SDE service desk, bringing together technical, operational, governance and engagement expertise.

The Eastern England SDE Operational Lead is a senior leadership role responsible for the operational ownership, performance, service maturity and growth of the Eastern England SDE as a live research service.

As the SDE transitions from a programme-delivered initiative into a sustainable business-as-usual service model, this role provides single-point senior accountability for:

- End-to-end SDE service performance, user experience and operational workflows across access, onboarding and governance coordination
- SDE growth, engagement and adoption across researchers and data providers
- Mobilisation of funded initiatives and new capabilities into sustainable BAU service delivery

Working in close partnership with the Director of Health Informatics & SDE Programme Director and alongside the Programme Delivery Lead and Platform Lead, the postholder will:

- Deputise for the Programme Director on SDE operational matters as required
- Own the live SDE service model and operational delivery
- Lead SDE growth, engagement and service uptake
- Ensure new capabilities are successfully transitioned into BAU

Strategic decision-making and formal governance remain with the Programme Director and established programme structures. This role holds delegated responsibility for operational leadership and service performance. The role also has both direct line management and matrix management responsibilities.

## **Key responsibilities:**

### **SDE service ownership & performance**

- Hold senior accountability for the overall performance of the live SDE service
- Own service workflows, turnaround times, quality standards and continuous improvement
- Monitor service demand, capacity and performance metrics across operational functions
- Drive service maturity from programme delivery into a sustainable BAU model
- Ensure operational compliance with information governance, security standards and audit requirements in partnership with CUH
- Own the operational implementation of the SDE commercial model, including researcher charging structures, service packages, and alignment with governance and service capacity

## Operational coordination across functions

- Act as the senior operational integrator across platform delivery, programme delivery, governance and engagement functions
- Work closely with the Platform Lead on service performance, reliability and user experience
- Coordinate with the Programme Delivery Lead to transition new capabilities into BAU
- Ensure clear operational handoffs between delivery, platform and service functions and resolve cross-functional issues impacting service performance

## SDE growth, engagement & adoption

- Lead the SDE growth and engagement function to expand service uptake and partnerships
- Line manage the Senior Growth & Engagement Manager
- Own onboarding of NHS data providers and build strategic relationships with researchers, NHS partners, academia and industry to drive service adoption
- Shape and deliver SDE propositions for research, innovation and clinical trials
- Ensure growth and engagement activity aligns with agreed commercial and sustainability models

## Public involvement & trust

- Line manage the Senior Public Involvement & Inclusion Manager
- Ensure PPIE is embedded across SDE operations and service design
- Maintain transparency, trust and ethical practice
- Ensure public insight informs service development and communications

## Mobilisation into business as usual (BAU)

- Lead operational readiness for funded initiatives and new SDE capabilities
- Embed sustainable operating processes, support models and performance management for all new services

## Leadership & deputising

- Provide senior operational leadership across SDE functions
- Deputise for the SDE Programme Director on operational matters
- Lead operational input into governance forums and funder reporting
- Represent SDE operations at senior stakeholder meetings

## Key relationships and working with others

- Director of Health Informatics & SDE Programme Director
- Programme Delivery Lead
- Platform Lead
- Programme Delivery & Assurance team

- Data, technical and service desk teams
- R&D governance, legal and commercial team
- Communications & Engagement
- Cambridge University Hospitals NHS FT (lead organisation)
- NHS Trust data providers across Eastern England
- Researchers and academic institutions
- NHS England, HDRS, HDR UK, and national SDE stakeholders
- Industry and life sciences partners
- Public and patient engagement organisations

### **Corporate duties:**

- Support the organisation in creating an environment that values risk management and promotes the highest standards of health and safety for Health Innovation East's employees, supported by policies and procedures as appropriate
- Comply with current data protection laws and company data protection policy and procedures
- Support the organisation in developing a collaborative working environment and a culture of innovation and positive leadership, participating in the appraisal process, as required
- Promote Equal Opportunities and affirm that staff, colleagues, patients and others who encounter Health Innovation East are afforded equality of treatment and opportunities
- Observe Health Innovation East's Equality and Diversity policy in every aspect of your work, avoiding any behaviour which discriminates against colleagues, potential employees, patients or clients on any grounds
- Work with others appropriately to achieve organisational goals
- Comply with the Health Innovation East values and behaviours

## Person Specification:

	<b>Essential</b>	<b>Desirable</b>
Qualifications and training:	<p>Degree or equivalent senior experience in health data, digital services, research infrastructure, governance, service delivery or related field</p> <p>Evidence of continued professional development in data governance, digital services, research operations or leadership</p>	
Knowledge, understanding & experience	<p>Significant experience leading complex operational services in healthcare, research or regulated digital environments.</p> <p>In-depth understanding of Secure Data Environments / Trusted Research Environments and recognised best practice including the Five Safes framework.</p> <p>Strong working knowledge of information governance, data protection and confidentiality frameworks including UK GDPR, Data Protection Act, NHS IG standards and ethical research governance.</p> <p>Experience operating services subject to external audit, assurance or accreditation (e.g. SATRE, ISO27001, DSPT or equivalent).</p> <p>Experience coordinating multi-organisational governance processes including data access committees, ethics pathways and data controller relationships.</p> <p>Proven experience transitioning programmes or digital services into sustainable business-as-usual operations.</p> <p>Track record of building partnerships across NHS organisations, academia, industry and research communities.</p> <p>Experience managing senior staff and multi-disciplinary teams, via direct and matrix management.</p>	<p>Experience working within Secure Data Environments, Trusted Research Environments or national research infrastructure programmes.</p> <p>Experience working with NHS research governance, REC/CAG processes or data controller environments.</p> <p>Service or programme management qualifications (e.g. ITIL, PRINCE2, MSP, Agile delivery, Lean).</p> <p>Experience supporting life sciences research or clinical trials data environments.</p>
Skills	Senior service ownership and operational leadership.	

	<b>Essential</b>	<b>Desirable</b>
	<p>Strong governance coordination and risk management capability.</p> <p>Service performance management and continuous improvement.</p> <p>Stakeholder management at senior and system level.</p> <p>Ability to balance governance rigour with service usability and pace.</p> <p>Translating strategic objectives into effective operational delivery.</p> <p>Commercial awareness and supplier relationship management.</p> <p>Excellent communication, influencing and presentation skills.</p>	
Disposition/ Aptitude	<p>High level of accountability and professionalism.</p> <p>Comfortable operating in complex, regulated environments.</p> <p>Proactive, resilient and solutions focused.</p> <p>Strong collaborator and relationship builder.</p> <p>Confident decision-maker within delegated authority.</p> <p>Able to manage competing operational, governance and growth priorities.</p>	

Right to work in the UK: Applicants must be able to provide evidence of their right to work in the UK at the point of interview.

The role holder will sometimes be required to be flexible with their hours of work for the team to collectively meet certain deadlines.

Occasional travel both within the region and nationally is required.

### **Personal development responsibilities**

- Understanding and awareness of own personal development needs
- Maintenance of a compliant professional portfolio where required.

## Key relationships

Internal - all Health Innovation East employees will be expected to form key relationships within the organisation relevant to the role.

External - in addition, the successful appointee will need to develop and build relationships with external colleagues as relevant to the role. These may include, but are not limited to, relationships with colleagues within partner organisations such as:

- Industry partners including SMEs and large corporates within the health arena.
- Academic partners in Higher Education Institutes and Tech Transfer Offices.
- Funding/investment organisations.
- Applied Research Collaboration (ARC) East of England colleagues.
- NHS Trusts and NHS Foundation Trusts.
- Local Government.
- Integrated Care System and Integrated Care Boards.
- Third Sector Organisations.
- Patient Advisory Groups/Services.

## Benefits of working at Health Innovation East

As part of the benefits package, Health Innovation East's employees are entitled to 27 days of annual leave plus bank holidays (pro rata for less than whole time equivalent) and are offered a company pension (employer contribution up to 10% of annual salary), life insurance (on completion of a probationary period) as well as a cycle to work scheme. In addition, all employees have unlimited access to the company's well-being programme which is externally provided and fully confidential. Team members on secondment will remain on their employer's terms and conditions.

## How to apply

To apply please submit your CV and a covering letter by **11:59pm on Sunday 22<sup>nd</sup> March** to [recruitment@healthinnovationeast.co.uk](mailto:recruitment@healthinnovationeast.co.uk) specifying your motivation for applying and how you meet our person specification.

For an informal discussion, please contact [informaticsoperations@healthinnovationeast.co.uk](mailto:informaticsoperations@healthinnovationeast.co.uk)

## Interview Process:

The interview will be conducted in two stages. The first stage will be a short screening call via Microsoft Teams with the recruiting manager, scheduled to take place on **Tuesday 7<sup>th</sup> April**. Candidates who are successful at this stage will be invited to attend a second-stage, in-person interview at our office in Cambridge on **Tuesday 14<sup>th</sup> April**.

*This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation.*