

## Job Description

Job Title: Site Manager (SM)

Reports to: Operations Director (OD)

### **Job Summary**

The post holder will be responsible for the Clinical Research Site (CRS) strategy and development, maximising site growth opportunities.

The Site Manager is responsible for all CRS KPIs and associated commercial objectives.

Patient Experience – The postholder is accountable for ensuring that the CRS is a welcoming environment for our patients, ensuring they are always treated with dignity, privacy and safety as our number one priority.

### **Ideal Candidate**

To be considered for this exciting opportunity you will ideally possess the following skills and experience:

- Demonstrable experience of leading a team in a commercially focussed, operational environment
- A proven track record of leading, engaging and developing cross functional teams
- Ability to successfully manage and deliver multiple projects and improvements through change management/team engagement
- An approachable, enthusiastic individual paired with an infectious attitude and passion to truly make a difference

The post holder will be required to work across local Panthera sites as required.

### **Personal Attributes**

The post-holder should have excellent interpersonal and team management skills, to ensure a positive and inclusive culture is embedded within the team.

Confidence in leading a team of clinical professionals and support staff to deliver the best service possible for our Clients.

Decision Making – ability to make considered and informed decisions, assessing impact and implementation of changes across the team effectively and efficiently.

### **Key Responsibilities**

Forecast and manage resource requirements for the Site in accordance with Panthera business plans to ensure that commercial targets and site objectives are met.

Engage in operational support & collaboration across other Panthera CRS's, to ensure consistency in operational and quality standards.

Site Quality Compliance - Ensure overall compliance with company quality framework (SOP's), legislation, guidelines and ICH GCP standards.

Performance management & leadership – performance reviews and objectives to be set at regular intervals to ensure realistic targets and performance expectations are achieved.

Training - Ensure that all clinical and personal training objectives are met.

Client Services – Meet Sponsor quality objectives ensuring effective and efficient processes, procedures and documentation are in place to aid delivery and meet customer requirements.

Vendor Management – Building relationships with vendors, ensuring that relevant service agreements and confidentiality agreements are in place, and best value for services are always considered without compromising on quality.

Business development & growth – promoting Panthera through marketing & brand awareness opportunities/events.

### **Quality Management Systems and Processes**

The post-holder will;

- ensure that all staff comply with Panthera policies, procedures and initiatives including, but not limited to, quality standards, compliance and auditing requirements, confidentiality and information security.
- be responsible for preparing and managing reporting on quality issues in accordance with Panthera SOP's.
- always operate with integrity and professionalism, complying with regulatory requirements in accordance with the following;
  - ICH-GCP
  - Health and Safety regulations
  - All Panthera policies and procedures
  - Data Protection Act 2018/ GDPR 2018
  - Ant-bribery and Corruption Act 2010
  - Health & safety at work Act 1974
  - Professional codes of conduct

### **Training**

- Attend all mandatory training applicable to this post within the required timescales.
- Seek opportunities to develop own skills and those of all staff at Site.
- Attend any Sponsor or company training events or conferences as applicable.

### **Personal Development**

- Actively participating in the annual Personal Development Review (PDR) process.
- Commitment and passion to the development and delivery of services to Panthera Clients.

**Promoting Equality and Reducing Inequalities**

- To understand and uphold organisational policies and principles on the everyday promotion of equality, diversity and inclusion.
- To create an inclusive working environment in which a variety of ideas, experiences and practice are valued, and where differences are respected and celebrated for the benefit of ourselves, Panthera and the communities we serve.

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties required. They are subject to modification in the light of changing service demands and the development requirements of the post holder.