Neotree exists to eradicate preventable newborn mortality,
by putting the lifesaving power of technology
into the hands of doctors and nurses in low income countries

neotree

Neotree Operations and Research Manager (Malawi)

Job Description

Position:	Operations and Research Manager (Malawi)
Organisation:	Neotree (UK registered charity)
Location:	Ideally based in Lilongwe, Malawi, but negotiable
Duration:	One year fixed term consultancy contract with possible extension
Reports to:	Sophie Sutcliffe Goodman (Neotree Executive Director) and Professor Michelle Heys (co-Principal Investigator, University College London)
Salary:	Competitive
Start date:	As soon as possible
Deadline to apply:	**22:00 BST Sunday 13th October 2024**

The application form and Equal Opportunities Monitoring Form can be accessed on Neotree's website here. Applications without the Equal Opportunities Monitoring Form will not be considered. CVs and covering letters on their own will not be considered.

Neotree: An innovative digital learning health system, developed in partnership with, and for, nurses and doctors, empowering them to deliver high-quality neonatal care. Neotree uses open-source technology to deliver a fully integrated, digital health intervention combining data collection, education, and clinical decision support at the bedside. To date Neotree has been used to improve the care of over 38,000 babies, by more than 1,200 healthcare professionals in five hospitals across Malawi and Zimbabwe. We can save over half a million babies' lives, and improve the care of over 27 million babies, every year, if the Neotree is adopted by Ministries of Health across low-income countries.

The Role: We are looking for a strategic, passionate and experienced manager to lead the delivery of an exciting new Foreign, Commonwealth and Development Office (FCDO) grant in Malawi (Sept 2024 - Dec 2027). The focus of the grant is to rollout Neotree to eleven new sites in Kasungu District and to evaluate the impact of implementing Neotree across this network of health facilities. This will involve working closely with the clinical staff across the implementation sites, the project team at the Global Health Informatics Institute (GHII is Neotree's implementing partner in Malawi), the research team at University College London (UCL), UK and software developers in Malawi, South Africa and Zimbabwe. The Operations and Research Manager will be responsible for ensuring the project is delivered on time and to budget. They will directly oversee the research deliverables, project implementation, reporting requirements, risk management and day-to-day line management of the in-country team in relation to the grant.

Duties & Responsibilities (of the role over the course of the grant)

1. Grant Management
   a. Manage project on time and to budget, using relevant project and finance management tools;

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    b. Fulfil FCDO reporting requirements, including monthly meetings, quarterly finance and project reporting and contributing to International Aid Transparency Initiative reporting;

    c. Develop and manage the project's risk register;

    d. Support with completing FCDO due diligence recommendations.

2. Operations
   a. Oversee implementation of Neotree de novo in 1 district hospital and 10 paired primary health clinics, and establish a newborn care and referral network between existing Neotree sites and the 11 new project sites;
   b. Oversee the optimisation of Neotree based on the experience and feedback from the primary care pilot in Lilongwe district;
   c. Lead on developing and refining Neotree's implementation package, including iteratively improving current training materials and "how to" guides;
   d. Ensure the uninterrupted, safe running of the technology in partnership with the software development team;
   e. Oversee Neotree's ongoing implementation at Kamuzu Central Hospital, Kabudula Community Hospital and Lumbadzi Health Centre with support of the project manager;
   f. Oversee Neotree's community engagement programme (supported by a community engagement lead).

3. Research (with support from academic team at UCL)
   a. Manage submission of ethics applications, amendments, and annual renewals to ethics boards in Malawi, including COMREC, ensuring Neotree complies with all ethical regulations and data protection / information governance best practice;
   b. Develop partnerships and data sharing agreements, and assess relevance and need for research insurance within local partners;
   c. Manage the local research team to conduct fieldwork for the impact evaluation across the network of project health facilities (one hospitals, ten primary care sites);
   d. Support the evaluation of the effectiveness of Neotree's implementation model across the network of project healthcare sites;
   e. Input into research deliverables and the wider dissemination of academic outputs, including identifying opportunities for academic engagement in Malawi;
   f. Support capacity building of Malawian academic experience of digital health implementation and evaluation and academic partnership with implementation science team at Kamuzu University of Health Sciences (KUeS);
   g. Provide senior oversight, where needed, for Prof Heys' NIHR professorship activities that directly relate to, and support the outputs of, the FCDO grant in Malawi.

4. Implementation Strategy and Business Plan
   a. Develop an implementation strategy and business case for sustainable rollout at scale to present to funders, the Ministry of Health (MoH) Malawi and other key stakeholders. Business case will likely include costings and impact

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quantification at both primary care and hospital level, informed by the associated grant activities led by UCL's academic team.

5. Human Resources
    a. Support GHII's recruitment of project staff, including drafting job descriptions and taking part on recruitment panels;
    b. Manage a team of approximately ten project staff and build in country leadership;
    c. Foster a culture of continuous improvement and learning within the team, promoting innovation, knowledge sharing and best practices;
    d. Lead weekly project calls and other relevant team meetings.

6. Stakeholder Engagement
    a. Work with Malawian Principal Investigator (PI) to manage relationships with the FCDO, Ministry of Health (specifically the Maternal Reproductive and Child Health and Digital Health Departments), and other relevant stakeholders, including attending relevant meetings;
    b. Work closely with UNJP partners to ensure cohesive delivery of newborn care interventions;
    c. Support dissemination of lessons learnt and cross-country learning with the Neotree project in Zimbabwe;
    d. Develop and implement (with support of the GHII project managers) a communications strategy for output within Malawi;
    e. Develop new, and strengthen existing, stakeholder networks in maternal newborn care across Malawi and other country sites (e.g. through the African Neonatal Association).

Qualifications
1. A bachelor's and / or master's degree in a health-relevant domain [Essential]
2. Computer literate and skills in common packages such as Excel, Word and Powerpoint [Essential]
3. Training/education in project management and in a field relevant to global maternal and child health and/or health services research [Essential]
4. Good clinical practice (GCP)/ Ethics training [Desirable]

Experience
1. Background in health, health services / economics research and/or implementation [Essential]
2. Proven track record of delivering grants on time and to budget [Essential]
3. Experience of managing the piloting and scaling up of health interventions [Essential]
4. Proven track record of overseeing delivery of health services and/or health interventions (ideally in low-resource settings) [Essential]
5. Project management experience, including line management of junior staff [Essential]
6. Experience of donor reporting and stakeholder engagement (e.g. donors, Ministry of Health, NGOs, communities) [Essential]

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7. Experience of leading multidisciplinary, multi-cultural teams, both in person and remotely [Essential]
8. Experience of digital health innovation and delivery [Desirable]
9. Experience of implementation science approaches in adaptation, piloting and scaling up healthcare interventions [Desirable]
10. Experience in "translating" academic and technical language for non-technical audiences [Desirable]
11. Experience of monitoring and evaluating health programmes [Desirable]
12. Training and experience in quality improvement methodology [Desirable]
13. Skills and experience in quantitative data management using relevant platforms such as Metabase (or equivalent). [Desirable]
14. Experience of data analysis using analytical software (such as Stata/R/) is advantageous [Desirable]
15. Skills and experience in working with tech-based platforms, including using softwares for app editing, data analysis, data dashboards etc. [Desirable]

Personal characteristics required [Essential]
1. Strategic, passionate and experienced manager;
2. Ability to work under pressure and manage competing priorities in a professional manner;
3. Ability to manage, and work with, diverse and remote teams;
4. Financial literacy and ability to manage budgets;
5. Ability to write clearly and persuasively in English, using non-technical language;
6. Fluency in English with ability to communicate effectively;
7. Ability to search, understand, and synthesise evidence;
8. Exceptional organisational skills and ability to manage multiple tasks simultaneously/ prioritise effectively;
9. Ability to learn new digital and technological skills and enthusiasm for e-health;
10. Excellent problem-solving skills;
11. Enthusiasm and willingness to learn and accept feedback;
12. Accurate, honest, dependable and flexible;
13. High personal motivation and self-management.

Equal opportunities
Neotree values diversity and is committed to equal opportunities. All applicants for employment will receive equal treatment without discrimination on grounds of gender, race, ethnic or national origins, disability, gender identity or sexual orientation, or any other grounds. We are particularly interested in receiving applications from candidates from minority ethnic backgrounds, and the low-resource settings in which we work, to ensure we have a well-balanced and widely representative staff base.