

SHAPE

JOIN OUR REMARKABLE COMMUNITY AS
AUDITORY IMPLANT SERVICE DIRECTOR (ENTERPRISE)

FOREWORD

Thank you for your interest in the position of Auditory Implant Service Director (Enterprise) at the University of Southampton.

For over 30 years, the University of Southampton Auditory Implant Service (USAIS) has been transforming lives by providing a high-quality service for infants, children, teenagers and adults who require implantable hearing devices or other specialist audiology services. The unique location within the University of Southampton provides opportunities for collaboration and high-impact research to improve patient care. We are looking for a new Director to take the service forward at a time when the benefits of auditory implantation have been opened to more people than ever before.

We believe that providing a gold-standard clinical service puts the patient at the heart of everything we do. A key part of this is the application and development of clinical research to improve the outcomes and experiences of patients who come to our centre. We are lucky that we work within the University; this means we can often translate research findings quickly into benefit for deaf people.

At Southampton, our aim is to change the world for the better. Bringing together realms of research, creativity and knowledge, we are focused on having a truly collaborative, immersive and groundbreaking impact. We care about the challenges that humanity is facing and work to support others on both a local and global scale.

Our Strategy, with people at its heart, encapsulates the Triple Helix of excellence that is research-education-knowledge exchange and enterprise, which makes the Southampton offer distinctive.

Since the launch of our Strategy in January 2021, we have seen an increase in momentum towards our goals. We have launched significant investment projects on our campuses to develop our estate, provided more support to students and staff, and are working towards greater recognition for successes within our community.

It is important that we find the right person for this role, whatever their circumstances. We will endeavour to be as flexible as possible to consider individual requirements and circumstances to find the optimum solution for the successful applicant.

Please see page 8 for more information on equality, diversity and inclusion.





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Together we advance

Working collaboratively to make a real impact on society's biggest challenges.

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Our values

Activities underpinned by the values determined by our University community.

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Equality, diversity and inclusion

It matters to us in all that we do.

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Overview of the role

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Role of Auditory Implant Service Director

Position description and candidate profile.

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Our campuses

Southampton's world-leading facilities

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The University and its region

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USAIS at a glance

- → There are >2000 active patients in our care, with many more having received specialist services at USAIS in the past.
- → We undertake over 170 operations per year, including >140 first-time recipients of cochlear implants or bone conduction implants.
- → We undertake over 6,000 patient appointments per year.
- → We work with patients and their families in our centre, at a range of local hospital sites and through the provision of domiciliary/ outreach care and at satellite sites.
- → A large proportion of USAIS staff are actively involved in student teaching, as direct clinical care.
- → We contribute to UK-wide and international clinical trials and research studies, as well as working with other University departments to run focused

TOGETHER WE ADVANCE

Together we can make a real impact on the future.

Our University community is committed to the highest quality in everything we do. We have a global reputation for our passion and ability to work collaboratively in delivering world-class education, research and innovation that makes a real impact on society's biggest

To meet those challenges head-on, we must have a team that is reflective of society and our students. We strive for greater inclusivity in our community. Diversity is a strength and makes us more creative, accelerating our impact on society. We celebrate an equal and respectful environment in which people from all walks of life and backgrounds are welcome to join us.

Our people inspire and empower one another to share and apply their knowledge to transform lives. They are key to what we do, and who we are. Working collaboratively and fostering a culture of transformational leadership are two of our five core values. These values form part of our University Strategy and are there to help us achieve our overall purpose and vision: to inspire excellence, to achieve the remarkable, and build an inclusive world. Find out more about our

Our people are our University, which is why our Strategy and all of our activities focus on the communities that make up our institution. We are made up of brilliant minds, motivated leaders and passionate changemakers. By working collaboratively, we can achieve incredible things.

Our exceptional students share in the journeys of discovery and become confident thinkers who can realise their full potential. We attract high-quality students from over 130 countries, and educate students through University of Southampton Malaysia and collaborations with prestigious partners globally.

As our students become graduates of the University, they join our wider global community of over 265,000 alumni, with access to a network that can provide further opportunities across the world

As a forward-thinking institution, we will strengthen our reputation, increasing our national and international rankings to secure a position in the top 10 in the UK and strengthen our position in the top 100 internationally.

Our strong research partnerships, public engagement and achievements in entrepreneurial activities have been recognised in our very strong all-round performance in the first and second Knowledge Exchange Framework (KEF) exercises.

Collaborate with us: together we advance.

Find out more The University Strategy



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OUR VALUES

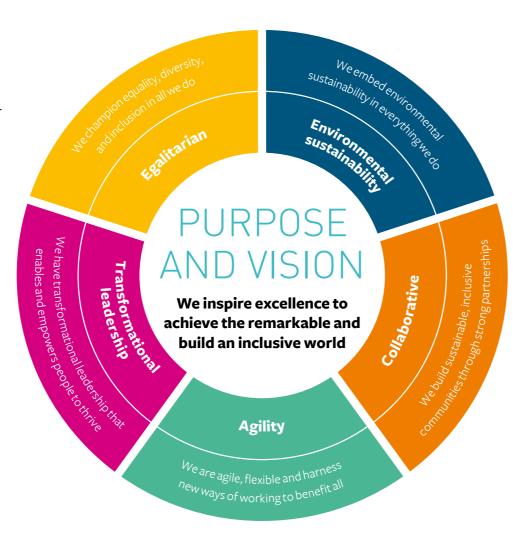
Our values provide the lens through which we make decisions, guiding our actions, collective behaviours and systems.

They are integral to our purpose of building an inclusive community that makes positive change.

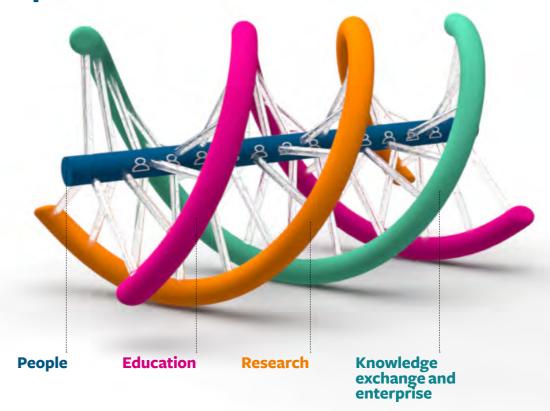
We are ambitious, both personally and institutionally, which requires us to be collaborative and collegial.

As a community of talented individuals, our systems need to enable and empower us. Our community upholds academic freedom and develops through constructive, civil debate.

Ensuring different views are heard allows us to make the best decisions.



People are at the core of our Triple Helix



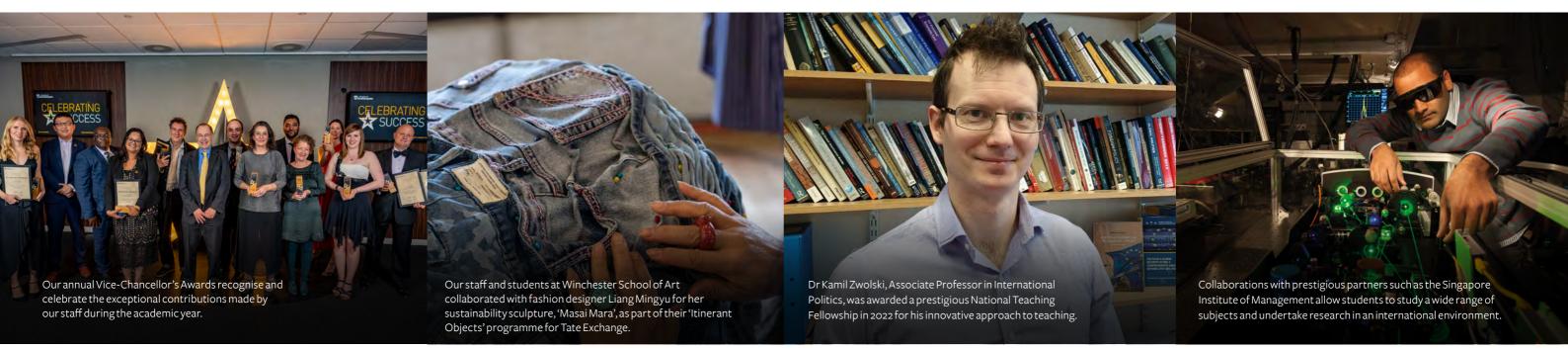
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Our highly-ranked **education**, **research** and **knowledge exchange and enterprise (KEE)** are already distinctively intertwined.

By strengthening and increasing these links, our Triple Helix approach will achieve greater impact and accelerate new ways to tackle the world's most complex problems.

This scaling up is a challenging goal we commit to achieve; its reach and ambition sets us apart.

Our values in action



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EQUALITY, DIVERSITY AND INCLUSION

It matters to us in all that we do.

At the University of Southampton, we believe that we can only truly play our part in supporting society if we are reflective of society. We are therefore passionate about creating a working environment in which you are free to bring your whole self to work.

We are focused on creating supportive workplaces for all where discrimination has no place. The way in which you choose to live your life has no bearing on your ability to do your job. Likewise, age, gender, disability, sexual orientation, religion, social background, ethnicity or any other identifying factor will never be a consideration here. Instead, we are determined to always treat our staff equally, fairly and with respect.

We welcome people from all walks of life, and as such, we champion a uniquely diverse working environment in which every colleague is able to excel, regardless of their background or their life choices. Quite simply, we want to attract likeminded people to our team – people who care about the world, and who share our passion for creating an innovative and forward-thinking learning and research environment

We are proud to support many staff and student networks, and we encourage these groups to get involved in helping us create a forward-thinking and desirable workplace. We are a Stonewall Diversity Champion and we are immensely proud to have been awarded an institutional Athena SWAN silver award, which underpins our pledge to improve equality for women. We are also delighted to have received the Race Equality Charter bronze award from Advance HE, which recognises that we have a solid foundation for eliminating racial inequalities and developing an inclusive culture that values all staff and students.

We also support flexible working and are proud of our open and supportive working environment; with options such as job shares available, we ensure opportunities are equal and focused on the needs of our colleagues. We know that change and improvement is a continual process, and our community is a big part of this, so we always want to hear from our staff about how we can create the best possible working experience.

Find out more
Creating an inclusive community



The University of Southampton Auditory Implant Service (USAIS) was established in 1990 to help severely to profoundly deaf adults and children. USAIS supports over 2000 patients with cochlear implant, bone conduction hearing implants or middle ear implants and also provides specialist hearing, balance and tinnitus services. ais.southampton.ac.uk

OVERVIEW OF THE ROLE

The University of Southampton Auditory Implant Service (USAIS) is a not-for-profit clinical Enterprise Unit within the Faculty of Engineering and Physical Sciences (FEPS) which provides specialised assessment, treatment, and rehabilitation for deaf and hearing-impaired people across the South of England and beyond. This post will be vital in developing the service during a period of expansion and widened candidacy criteria for those needing cochlear implantation, as well as a growing demand for other types of hearing implant service, while maintaining the units' excellent reputation as a clinical service provider based in a Russell Group University.

USAIS has an annual turnover of >£9 million and is commissioned by National Health Service (NHS) England to provide assessment, treatment, rehabilitation, and life-long support for auditory implant (cochlear implant, bone conduction hearing implant and middle ear implant) users. It also undertakes expert private clinical and consultation work. The Unit contributes to education across the University of Southampton, with many staff supporting the educational experience at both undergraduate and postgraduate level. USAIS also undertakes funded research and consultancy activities and works with academic partners on funded research and consultancy projects.

We are looking for an enthusiastic, motivated and experienced Service Director, who can take the service forward at a time when the UK and international sector has seen rapid growth in the take-up of implantable hearing technologies. You will play a key role in both leading and developing this large and successful clinical service, by supporting innovative, patient-centred and evidence-based approaches to patient care and service delivery. You will be responsible for managing a variety of staff and services, implementing a vision that ensures a positive and high-performing culture, and for developing and implementing a long-term strategy to ensure that the service, and the patients it supports, flourish long into the future.

How to apply

For a conversation in confidence or details of how to apply, please contact $\,$

Mark Holleran mholleran@talentedu.co.uk 020 3290 2907

The closing date for receipt of applications is midnight (GMT) on **2 May 2024.**

 $\label{thm:condition} To apply for the role please send your CV and Cover Letter directly to $$\mathbf{m}$ holler an @talentedu.co.uk.$

Interviews are scheduled to take place in person on **7 June 2024.**

ROLE OF AUDITORY IMPLANT SERVICE DIRECTOR (ENTERPRISE)

Job purpose

As the Director of the Service and CQC-registered manager, the post-holder will oversee the delivery of all aspects of the University of Southampton Auditory Implant Service (USAIS) ensuring the provision of safe, effective and high-quality clinical care.

Delivering through comprehensive strategic partnerships with multiple trusts, private healthcare providers, commissioners and stakeholders, both internal and external to the University.

Main Roles and Responsibilities Strategic Management

- → To ensure the effective use of all resources with accountability to both the University of Southampton (UoS) and NHS England, along with other relevant governance organisations.
- → Identify and implement service improvement and innovation in conjunction with comprehensive financial analysis.
- → Work strategically with NHS Colleagues, Consultants, and the Senior Leadership Team (SLT) in the collaborative development of USAIS to create a vision for all staff that ensures a positive, high performing, productive and supportive culture.
- → Critically evaluate and review the structure and resources required to support consistent delivery and development of USAIS.
- → Act as key figurehead for USAIS, promoting and developing USAIS' position as a centre of excellence with a high reputation in the UK and beyond. Work with the wider UK and international auditory implant community to promote collaborative practice.
- → Network and build effective relationships in UoS, external professional groups, organisations and stakeholders with regards to shaping the future of the service delivery.

Leadership

- → Provide senior leadership and overall general management for USAIS in collaboration with UoS to ensure effective communication and understanding between Faculty of Engineering and Physical Sciences (FEPS), Medicine and Senior Faculty Members.
- → Provide a clear sense of purpose and leadership by being visible and accessible to staff, patients and UoS colleagues.
- → Mobilise and facilitate senior clinical and technical staff to promote and support complex multidisciplinary clinical service decisions.

→ Ensure all staff have a good understanding of USAIS objectives and priorities and that their engagement is paramount to providing a high-quality, clinically innovative service.

Service delivery and development

- → Develop a clear understanding of the needs of the patient population, NHS Trusts, Commissioners and stakeholders with regards to the unique service provision provided by USAIS.
- → Monitor and review the effectiveness of service delivery and quality assurance through detailed statistical analysis, auditing effectiveness and clinical outcomes, producing comprehensive management reports including implementation plans and recommendations.
- → Overall responsibility for driving innovation and modernisation. To work with the SLT to support service development and growth, achieve key performance targets in line with local and national agreements/National Institute for Health and Care Excellence (NICE).
- → Promote the involvement of patients and carers in the development of quality services to maintain high levels of patient satisfaction.
- → Promote a culture where staff feel empowered to deliver continuous highquality care and are accountable for service improvement at a local level.

Quality Assurance and Governance

- → As Director of Service, be responsible for quality assurance and governance by ensuring mechanisms are in place for:
- > Registered Manager for services CQC to carry out legally regulated activities
- > Clinical Standards
- > Risk Management and Health and Safety (H&S)
- > Clinical governance
- > Evaluation and Research
- > Clinical Audit
- > Complaints, Incidents and Serious Untoward Events
- > NHS DATA security and Protection Toolkit
- > General Data Protection Regulation
- > Governance Board Reporting
- → Be responsible for a comprehensive framework being in place for all aspects of policy and procedure development and implementation.
- → To ensure that a review of policies, protocols and procedures is undertaken on an annual basis, and that the process for signing off policies is transparent and that gaps identified are rectified.

- → Ensure that staff are aware of audit requirements relating to these policies and that they are built into the Service Improvement Plan so that the audit programme is robust and assessed regularly.
- → Take an active role for USAIS in the implementation of the information systems strategy and information sharing protocols and procedures in conjunction with UoS.

Financial Management

- → Ensure strong financial performance against USAIS service delivery commitments and University of Southampton targets.
- → Implement effective commissioning arrangements with internal and external stakeholders. Monitor and anticipate capacity and demand issues, identify problems at an early stage and initiate corrective action.
- → Critically evaluate and regularly review the USAIS structure and resources, to ensure it has the correct level of knowledge, skill mix and expertise to support consistent delivery and development of the USAIS Business Plan.
- → Identify and implement cost-efficiency savings targets.
- → Take management responsibility for Managers and Service Leads and assume delegated responsibility for the budget.

Staff Performance, Training and Wellbeing

- → Provide leadership throughout the employee lifecycle. To develop the capabilities both of the individuals and the team, developing talent and succession planning to meet operational and strategic needs.
- → Utilising mentoring and coaching skills and/ or providing training, advice and guidance as necessary, supporting Equality Diversity and Inclusion, workload and wellbeing agendas.
- → Ensure all staff are completing and recording mandatory training specific to USAIS and University of Southampton.
- → Support and lead as appropriate in the event of professional/disciplinary/grievance matters or general employee conduct issues, ensuring action is taken within designated timescales.

Operational Management

→ As overall budget holder, support the Associate Director of Operations and oversee the contracts, commissioning and procurement of highly specialised Implant Devices, processors and all associated items for patient equipment, clinical equipment and IT systems.

- → Work closely with consultants to build strong working relationships, discussing and developing service provision, with the ability to negotiate and navigate contentious issues and differences in professional opinion.
- → As overall H&S representative for USAIS, ensure the buildings and equipment are maintained to a high standard to support all clinical activities, patient and staff safety, wellbeing and safeguarding.
- → To communicate and respond to the Governance Board and external stakeholders, with regards to complex queries about service delivery, clinical provision and governance, with the ability to demonstrate robust assessment and decision making to influence the future of the service

Research and Education

→ Oversee the Research and Education programme to ensure that it reflects and meets the needs of USAIS and contributes towards the Research Strategy, and that it promotes research activity in line with the Business Plan and in collaboration with other University departments and organisations.

Any other duties as allocated by the line manager following consultation with the post holder.

Internal and External Relationships

- → Non-executive member of the USAIS Governance Board: reporting activity, quality assurance measures, financial summary and key service indicators.
- → NHS Specialised Commissioning Groups who purchase the service.
- → Hospitals, to ensure the admission of patients to the wards, surgery and after care run smoothly and effectively (Southampton General Hospital, Queen Alexandra Hospital, Basingstoke and North Hampshire Hospital, Spire Hospital Southampton/Portsmouth, Wessex Nuffield Hospital, and any future providers).
- → Patients and carers who use the clinical services offered by USAIS.
- → Collaboration with other auditory implant centres in the UK via the British Cochlear Implant Group, to develop and maintain national standards and multi-centre research.
- → Promote and maintain relationships with manufacturers and suppliers of cochlear implant systems, hearing aids and clinical equipment to contribute to and keep abreast of the latest developments.
- → Chair strategy, senior managers, surgeons and full-service meetings.
- → Maintain constructive relationships with relevant research groups in the Institute of Sound and Vibration Research (ISVR) and other parts of the University to promote inter-disciplinary and multi-disciplinary developments and research.

Special Requirements

→ Ability to travel throughout the South of England as required.

CANDIDATE PROFILE

Qualifications, knowledge and experience

Essential

- → Proven track record of successful and sustained management in an NHS Foundation Trust or similar organisation.
- → Proven experience of managing a significant service budget.
- → Good knowledge and understanding of how specialised services are delivered across the United Kingdom.
- → Substantial leadership and management experience, able to lead and develop diverse teams, empowering and supporting people.
- → Experience in developing creative solutions to problems.
- → Involvement in health service development and reconfiguration.
- → Experience of leading capacity planning, influencing behaviours of external bodies.
- → Postgraduate qualification and/or equivalent professional qualifications and managerial experience in a clinical service, for example: master's degree in healthcare or management; or demonstrable ability to work at master's level.

Desirable

- → MBA/PhD in relevant field.
- → Membership of national or international advisory bodies delivering clinical care.
- → Commitment to maintaining professional knowledge and awareness through continuing personal and professional development.
- → Involvement in national and international events.

Planning and organising

Essential

- → Proven ability to champion and oversee key contributions to faculty and/or University research, education and enterprise strategies.
- → Proven ability of financial management at senior level, delivering on complex and large budgets including reducing costs, monitoring and corrective action.
- → Proven ability to act as the main figurehead for key activities, developing important national and international contacts.

Problem solving and initiative Essential

→ Proven ability to implement successful change management initiatives and formulate strategic plans that reflect and support the priority needs of USAIS and the University.

${\bf Management}\,{\bf and}\,{\bf teamwork}$

Essential

- → Proven ability to oversee people and resource management processes in order to deliver key education, research and enterprise activities.
- → Proven ability to demonstrate leadership abilities in health care and to raise performance standards through own work areas.
- → Proven ability to recognise and deal with obstacles and difficulties so that the team can deliver

Communicating and influencing

Eccontis

- → Proven ability to establish and build major relationships with stakeholders.
- → Able to contribute to the development of the University's profile in the UK and internationally.
- → Proven ability to use influence to develop positions or strategies.
- → Well-developed presentation skills to a broad range of audiences.
- → Strong verbal and written communication skills to be able to communicate clearly and sensitivitly.
- → Excellent interpersonal skills.

Other skills and behaviours

- → Apply and actively promote equality, diversity and inclusion principles to the responsibilities of the role.
- → As a senior leader, role model the Southampton Behaviours (see appendix 1) and work with the management team to embed them as a way of working within the directorate
- → Compliance with relevant Health & Safety issues.

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We are very excited to be investing over £40m in our sports facilities.

The new building has been designed to be inclusive to all potential users, to connect to the outdoors, increase natural light, and to help meet our Low Carbon Target. The new sports facility is due to be open to users in 2024.



Southampton is ranked

81st

in the world1



Received £114.7m

in research grant and contracts income in 2021/22²



92% of our research has been classed as world leading or



Engaged in research with over

700 overseas partners





internationally excellent³

A founding member of the Russell Group of 24 major research-intensive universities in the UK



Founding member of the Worldwide Universities Network

We have over

24,500 students, including more than 9,000

international students



£4.14bn of economic impact across the UK in 2020/216

Ranked 17th Our 280,000 alumni community spans

185



We employ over 6,500 staff

Very strong

performance in the first KEF exercise⁵



Our income exceeded £673m in the 2021/22 financial year²



- 2 University of Southampton Financial Report, 2021/22
- 3 Research Excellence Framework, 2021
- 4 The Complete University Guide, 2024
- 5 Performing at or above the cluster average across every perspective
- 6 The economic and social impact of the University of Southampton, London Economics, 2022



The University creates and underpins employment in other organisations, amounting to over

16,000 jobs across the UK⁶



At any one time we are working with over

1,000

external organisations around the globe

OUR CAMPUSES

We have six campuses in Southampton, one in Winchester and one in Malaysia. Each has its own personality, world-leading facilities and specialisms.

Highfield Campus

Our main campus, Highfield, is the largest of our campuses, and the heart of the University. It is home to many of our state-of-the-art research and teaching facilities, and combines a lively and exciting atmosphere with calm, green surroundings.

With cafes, shops, concert halls, gyms and even a student cinema alongside academic facilities, Highfield is a hub of activity.

This is also where we are planning significant improvements to our student sports facilities, including a major expansion of the popular Jubilee Sports Centre.

University Hospital Campus

University Hospital Southampton is the main site for the study of medicine and healthcare. It hosts a purpose-built research hub, and is also home to the University's dedicated Centre for Cancer Immunology – the first of its kind in the UK. This site will soon see the development of a new medical health research building.

Boldrewood Innovation Campus

Boldrewood is the base for engineering studies and research. Facilities include laboratories for studying unmanned aerial vehicles (UAVs), fluid dynamics and high-performance sports, a driving simulator, flight simulators, design studios, a 138m towing tank and our £48m National Infrastructure Laboratory (NIL). The NIL houses five new engineering laboratories, including a 30m x 15m large structures testing laboratory and a cutting-edge geotechnical centrifuge.

Waterfront Campus

Based at the National Oceanography Centre Southampton is one of the world's leading research centres for the study of ocean and Earth science, with facilities including the Coral Reef Laboratory, a multi-use research aquarium, our 19.75m purpose-built catamaran and the National Oceanographic Library.

With 200m of access to the waterfront, the Campus is also the operational base for the Natural Environment Research Council's (NERC) UK fleet of deep-sea research vessels, giving us unique access to research cruises all over the world.

Avenue Campus

Just a few minutes' walk from Highfield, and on the edge of Southampton Common, Avenue Campus is the base for our humanities subjects. Avenue has its own lecture theatres and catering facilities, plus a purpose-built £3m archaeology building and a new interactive digital humanities hub.

City Centre Campus

In the heart of the Cultural Quarter in the city centre, our Sir James Matthews Building offers updated teaching and learning spaces alongside facilities for meeting local and regional civic partners. The Building also includes a student enterprise zone and an artisan cafe.

A short walk across Guildhall Square from the Sir James Matthews Building is the University's John Hansard Gallery, one of the UK's leading contemporary art galleries, which plays a dynamic role in the cultural life of Southampton and the region.

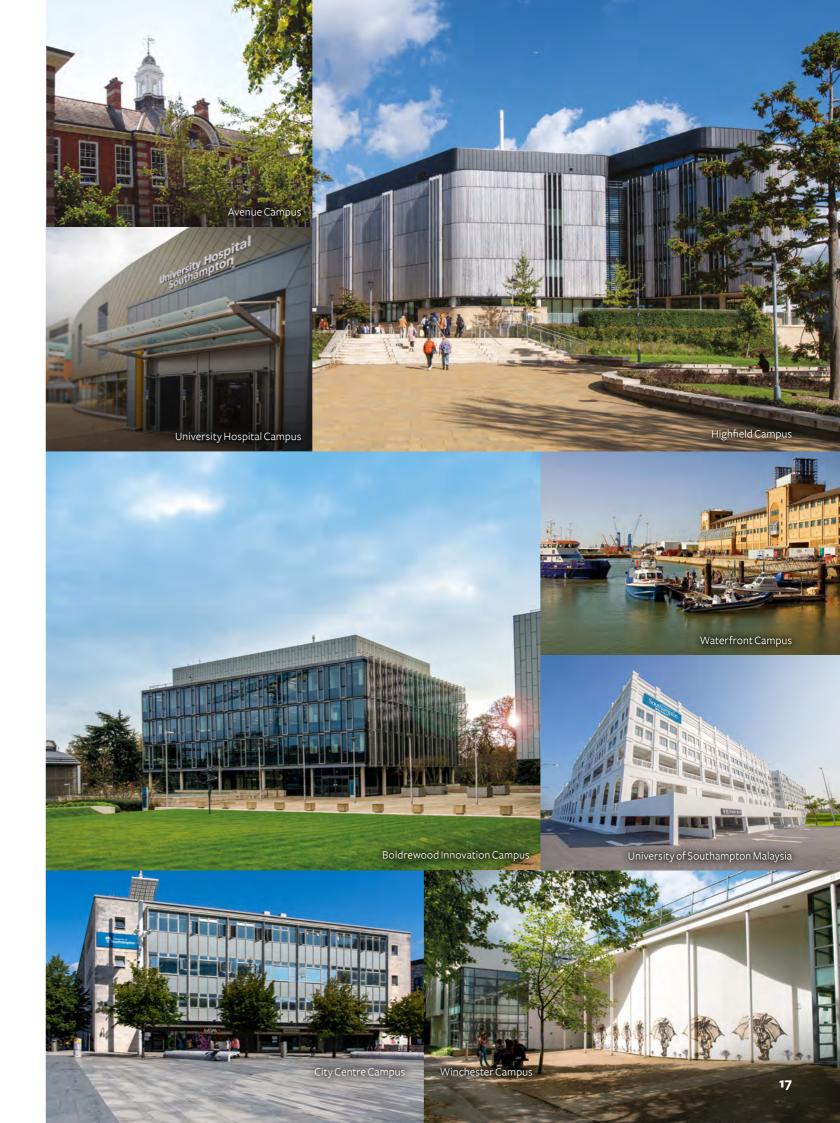
Winchester Campus

Based in the historic city of Winchester, our specialist arts campus, Winchester School of Art is home to a vibrant community of over 1,300 art and design students. With creative ambition at its core, WSA offers cutting-edge resources and facilities including specialist computer suites, photography studios, laser cutting, 3D printing and more.

The University is planning to expand its presence in Winchester, with an exciting opportunity from Winchester City Council.

University of Southampton Malaysia

In 2021, we relocated our campus in Malaysia to a brand new estate with state-of-the-art laboratories, upgraded facilities, and improved learning and recreational spaces.



THE UNIVERSITY AND ITS REGION INNOVATION NATIONAL OCEANOGRAPHY CAMPUS **WINCHESTER** SCHOOL OF ART UNIVERSITY HOSPITAL SOUTHAMPTON NHS FOUNDATION TRUST (UHS) **MATTHEWS** BUILDING 3rd best place to live and work in the UK* *Good Growth for Cities Index, January 2021, DEMOS-PwC 18

The University's core purpose and vision is to inspire excellence to achieve the remarkable and build an inclusive world, and our partners in the city play a vital role in helping us in this.

Our foundations and heritage make the University a gateway to the world and our Strategy emphasises our commitment to 'place' and being a civic university. We are deeply committed to Southampton as a city of culture and across the region will further develop our civic role of making a positive impact.

Being a civic university allows us to rethink how we contribute to our region, so that civic engagement can become hardwired into institutional culture.

Articulation of the benefit the University brings to the region through the productive relationships we have with local and regional government, will help mobilise a community of supporters to benefit all communities. Over 50 per cent of our UK-based alumni (over 80,000 people) live within 50 miles of the University alongside 'friends' who support us philanthropically and through collaboration.

Underpinned by the four pillars of the Civic Charter – Place, People, Partnerships and Impact – we will work together with our friends and civic partnerships to improve the lives and environment of people across diverse communities in a just and responsible way. The University will become a truly integrated part of its local communities.

Southampton

Southampton is a fantastic place in which to live, work and socialise. Regardless of what life stage you are at, you will find a dynamic and vibrant city that caters for all. With an enviable location on the coast, yet just over an hour from London, the region combines incredible natural beauty with a thriving social scene – making it a desirable place to live! As an ethnically rich city that is growing rapidly, Southampton is benefitting from considerable investments in the region.

The city centre is currently thriving thanks to over £600m of regeneration plans and projects, including the historic Bargate Quarter, with new hotels, homes and transport links. This is a city of growth and transformation, and it is an exciting time to be here.

There is something for everyone in Southampton and the surrounding areas. For outdoor enthusiasts, water sports, sailing and ocean racing are easily available, while the beautiful New Forest National Park is just 30 minutes away. With many excellent local schools and nurseries, families will find a fantastic quality of life, while there's a thriving LGBTQ+ social scene. Multiple faiths are celebrated in the city, and the rich cultural heritage of Winchester is just on our doorstep.

Winchester

On the edge of the South Downs National Park, England's ancient capital, Winchester, is steeped in history and is complemented by a lively atmosphere and a wide variety of pubs and restaurants, museums, theatres and galleries. With direct rail links to London, our Winchester School of Art campus is one of the UK's leading art and design institutions.





Watch our video



Find out more Mark Holleran mholleran@talentedu.co.uk 020 3290 2907