Royal Devon University Healthcare NHS Foundation Trust

JOB DESCRIPTION

JOB DETAILS	
Job Title	Agile Clinical Trials Administrator Cornwall/Devon/Somerset
Reports to	Research Nurse
Band	Band 3
Department/Directorate	NIHR South West Peninsula Regional Research Delivery Network

JOB PURPOSE

This post will work as part of the Agile Research Team and fulfil all tasks associated with the smooth running of the administration service. This will include managing research site files, communicating with research study teams and sponsors. Managing locality meetings to include diary management, note taking and updating action logs.

This role will be based in Cornwall/Devon/Somerset and incorporates a combination of office based and remote working. There is an expectation that the postholder will travel to a number of locality venues within the Community on a regular basis including GP Practices, Community Hospitals, Care Homes & Hospices to assist with research study administration, therefore having a UK driving licence and access to a car is essential.

ROLE OF THE NIHR RESEARCH DELIVERY NETWORK

From October 2024, the current NIHR Clinical Research Network will be changing to become the NIHR Research Delivery Network (RDN). The RDN will build on the successes of the CRN in supporting the effective and efficient initiation and delivery of funded research across the health and care system in England for the benefit of patients, the health and care system and the economy. The RDN will support:

- Clinical trials and other well-designed health and social care research studies (including studies that are delivered outside of an NHS setting);
- Public health studies that require the recruitment of individuals within an NHS setting (that is, acute, ambulance, mental health, community or primary care) or an episode of care which involves contact with the NHS.

The RDN is a new organisation with new structures, governance and ways of working. Study delivery in England will be supported through 12 NIHR Regional Research Delivery Networks (RRDNs). These will work with the national Coordinating Centre (RDNCC) and the Department of Health and Care to provide a joint RDN leadership function via the RDN Board, so that the NIHR RDN as a whole functions as a single, transparent organisation with a shared vision and purpose. Royal Devon University Healthcare NHS Foundation Trust will be the Host Organisation for the South West Peninsula RRDN region.

The NIHR RRDNs will have three key roles which it will fulfil via new models of service delivery and functions, to:

- Provide support to research sites to enable the effective and efficient initiation and delivery of funded research across the health and care system in England;
- Enable the strategic development of new and more effective research delivery capability and capacity. This will include bringing research to under-served regions and communities with major health and care needs;
- Work jointly with the Coordinating Centre in the strategic oversight of the NIHR RDN. This will ensure that the Portfolio is maintained as a cohort of high-quality, fully-funded, viable and deliverable studies. It will also ensure that the NIHR RDN as a whole serves the research

delivery needs of investigators and R&D teams and is responsive to the changing domestic and global environment for health and care, life sciences and health research.

The NIHR RRDNs will need to develop excellent relationships with the organisations commissioning and providing health and social care across their regions, which are mapped onto NHS regions and Integrated Care Systems. They will help support research undertaken by those providers and at sites across the region, and promote research meeting the needs of local populations. NIHR RRDNs will work together with an RDN Coordinating Centre to support health and care research delivery for the benefit of patients, the health and care system and the economy as a whole.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

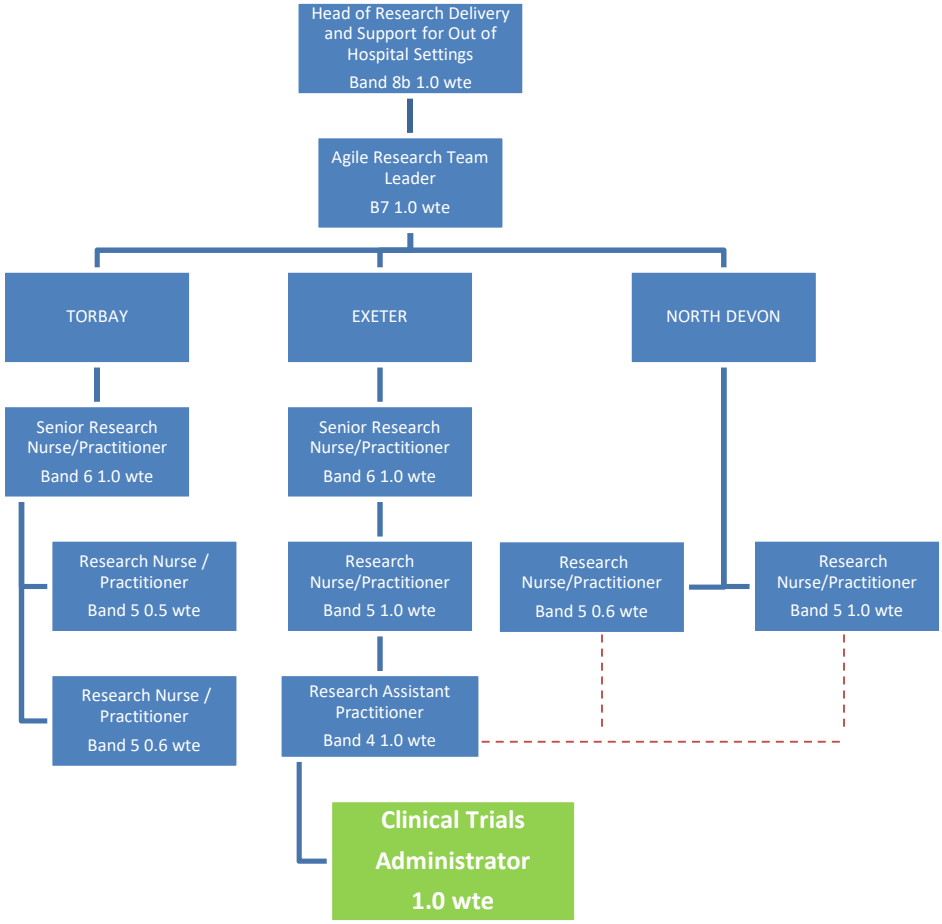
- Have a working knowledge of Good Clinical Practice (GCP).
- Support the delivery of GCP training within primary care.
- Support study set up in primary care sites and non-NHS settings.
- Attend site selection visits and site initiation visits as part of the study set up team.
- Under supervision set up study site files and support site file management.
- Maintain study documents by localising templates with version compliance.
- Ensure that all documentation is produced to an excellent standard**.**
- Maintain records and filing systems in line with Trust policies.
- Contribute to specific primary care initiatives and Non-NHS care initiatives as appropriate.
- Support the administrative processes within the Study Support Service for primary care.
- Provide administrative support for the Research Site Initiative Scheme.
- Assist in study close down and archiving.
- Assist with GP searches and mail outs.

KEY WORKING RELATIONSHIPS

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Internal to the Trust	External to the Trust
• SWP RRDN Director • SWP RRDN Strategic Development Director • SWP RRDN Operations Director • RRDN Settings Leads • RRDN Speciality Leads • Head of Research Delivery and Support for Out of Hospital Settings • Agile Research Team Leader • Agile Research Nurses/Practitioners • Senior Research Associates	• Lead Research Nurses / Practitioners • Principal Investigators • General Practices • Community Pharmacists • Study Participants and their families • Study Sponsors and Clinical Research Associates • Partner Organisations •

ORGANISATIONAL CHART



FREEDOM TO ACT

- To work within Trust policies and procedures.
- Use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the available line manager.
- Escalating any work or decision making as required.
- Work is managed rather than supervised and the post holder will organise own workload on a day to day basis.

COMMUNICATION/RELATIONSHIP SKILLS

- To communicate with staff, external organisations and colleagues in a courteous, professional and timely manner at all times.
- Overcoming barriers to communication language difficulties, including where English may not be first language.
- To treat participants with dignity, respect, tact and diplomacy.
- To deal with all day to day correspondence within the department – initiating appropriate responses in order to provide, staff and other parties with required information in a friendly and professional manner.
- To manage email communication in a timely way.
- Making and receiving telephone calls both external and internal.
- To contact staff when meetings need to be rescheduled.

ANALYTICAL/JUDGEMENTAL SKILLS

- Analysing routine information. Problem solving any communication and / or technical issues.

- Escalation of any queries to relevant parties.
- Assisting colleagues with addressing data queries.

PLANNING/ORGANISATIONAL SKILLS

- Organise and co-ordinate meetings including sourcing of suitable venue, time, equipment.
- Organise hire cars and hotel accommodation as required for Agile Research delivery team.
- Prioritise daily workload and meet deadlines.

PATIENT/CLIENT CARE

- To receive telephone calls if required from patients and accept messages on behalf of members of the Agile Research Team and take appropriate action where necessary.
- Direct contact with research participants to provide non-clinical information in all study settings when assisting clinical colleagues.
- To acknowledge and help all research participants, family or carers within the Trust values.

POLICY/SERVICE DEVELOPMENT

- Contribute to the NIHR service improvement by participating fully in new projects and developments such as continuous improvement work.

FINANCIAL/PHYSICAL RESOURCES

- Monitor, maintain clinical and non-clinical supplies for the Agile Research Delivery Team.
- To use and ensure office equipment is maintained.
- Authorised signatory for small budgetary payments (staff travel, room bookings).

HUMAN RESOURCES

- The post holder may be required to support new starters and other team members as required.

INFORMATION RESOURCES

- To ensure all data whether paper based or electronic is stored, retrieved and archived according to Trust standards and maintaining data protection requirements.
- To update IT databases with information as directed.
- Support the Agile Research Team to ensure data quality within the local performance management system (EDGE).
- To participate in team meetings and take minutes as required.
- Collating and reporting information.

RESEARCH AND DEVELOPMENT

- Participating in audit / surveys as and when required.

PHYSICAL SKILLS

- Standard keyboard skills.
- Comprehensive PC skills including databases, word-processing and email, including Microsoft Excel.

PHYSICAL EFFORT

- Occasional requirement to exert moderate physical effort supporting Clinical Colleagues with equipment to sites (Lap top / Scales / Height Measure).
- Driving to sites across the county.
- Requirement to travel between localities.

MENTAL EFFORT

- Requires frequent periods of concentration with expected work pattern.

EMOTIONAL EFFORT

- Occasional direct exposure to emotional or distressing circumstances, when listening to participant stories, whilst carrying out clinical visits with Agile team members.

WORKING CONDITIONS

- Requirement to use VDU equipment on a daily basis.
- Remote working on occasions.
- Rare exposure to challenging behaviours when working with individuals with differing needs and expectations within research participation.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Agile Clinical Trials Administrator

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Minimum GCSE or equivalent in English and Mathematics	**E**	
NVQ 3 in business administration or equivalent	**E**	
KNOWLEDGE/SKILLS		
Accurate typing	**E**	
NIHR Network knowledge		**D**
Range of IT databases and computer system		**D**
Comprehensive PC skills including databases, word-processing and email, including Microsoft Excel	**E**	
Excellent telephone manner	**E**	
Understanding of Good Clinical Practice		**D**
EXPERIENCE		
NHS/healthcare experience		**D**
Research experience		**D**
Previous administrative experience	**E**	
Working with the public	**E**	
Previous secretarial experience		**D**
Contribution to service development		**D**
PERSONAL ATTRIBUTES		
Proven experience of adaptability in the workplace	**E**	
Excellent interpersonal/Communication skills	**E**	
Good understanding of working within a team	**E**	
A flexible approach to work	**E**	
Ability to work as part of a team	**E**	
Able to plan and organise workload		**D**
Remain calm and professional in a busy environment	**E**	
Adhere to data protection and confidentiality requirements	**E**	
OTHER REQUIREMENTS		
Well organised	**E**	
Able to prioritise own work load and meet deadlines	**E**	
Ability to travel to other locations as required	**E**	
UK driving licence and access to a vehicle	**E**	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent) R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	Y			X	
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		X		
Mental Effort	Y				X
Emotional Effort	Y		X		
Working in isolation	Y		X		
Challenging behaviour	Y	X			