

JOB DESCRIPTION

JOB DETAILS	
Job Title	Administrator
Reports to	Assistant Research Delivery Manager
Band	3
Department/Directorate	NIHR Clinical Research Network South West Peninsula

JOB PURPOSE
<p>The National Institute for Health and Care Research (NIHR) is funded through the Department of Health and Social care to improve the health and wealth of the nation through research. The NIHR is a large, multi-faceted and nationally distributed organisation.</p> <p>The NIHR plays a key role in the Government's strategy for economic growth, attracting investment by the life-sciences industries through its world-class infrastructure for health research. Together, the NIHR people, programmes, centres of excellence, and systems represent the most integrated health research system in the world.</p> <p>The NIHR Clinical Research Network is tasked with supporting the rapid set-up and effective conduct of commercial and non-commercial studies, so that researchers can gather the robust evidence needed to improve treatments and provide an evidence base for the health and care system. The NIHR Clinical Research Network is led by a national Coordinating Centre, and operates through 15 Local Clinical Research Networks (LCRNs). These local Networks drive clinical research delivery performance across the locality, and champion the role of research in the health and care system at every level.</p> <p>Local Information</p> <p>The NIHR Clinical Research Network South West Peninsula (NIHR CRN SWP) is formed from partner organisations in Somerset, Devon, Cornwall and the Isles of Scilly covering a population of approximately 2.2 million. The region includes a range of health and care providers across the South West including acute, mental health, community, primary care, social care and public health.</p> <p>All the NHS Trusts are currently engaged with and recruiting to NIHR Portfolio research studies and key relationships have been built with other providers of health and care who are also embracing the opportunity to become involved with NIHR research.</p> <p>For commercial studies the CRN industry team are the single point of contact for life sciences companies wanting to conduct studies, the team work closely with partners to conduct feasibility, site identification and performance manage adopted studies. The NIHR CRN industry team works closely with the post holder and clinical experts to ensure studies are both feasible and eligible to enter the portfolio. CRN will support studies from pharmaceutical companies, biotech and medical device companies, using processes and systems, which are consistent across CRNs.</p> <p>The region benefits from a 'prime site' relationship with IQVIA, the largest international Contract Research Organisation. The region is also active with many other commercial partners across a breadth of specialty areas.</p>

The person within this role will be expected to provide a high quality professional administrative service and cover other administrators within the team as required. Specifically, this post will work with colleagues at all levels and externally with partner organisations. There is a requirement to provide an efficient, accurate and timely service.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- To provide a full and efficient administrative service to Line Managers and LCRN core teams.
- To ensure that all documentation is produced to an excellent standard.
- To work with the team to ensure adequate cover is in place during periods of leave.
- To manage team and manager diaries.
- To organise and co-ordinate meetings including sourcing of suitable venue, time, equipment.
- To provide minute/note taking at meetings, ensuring typed notes are circulated to attendees within the timeframes stipulated within Trust policies/standard operating procedures.
- To maintain records and filing systems in line with Trust policies.
- To assist other members of the admin team in the achievement of a quality service.
- To contribute to the NIHR service improvement by participating fully in new projects and developments such as continuous improvement work.
- To operate an effective bring forward system, ensuring necessary range of papers are available to management team.
- To undertake photocopying and distribution of papers as required.
- To ensure stationery levels are maintained at all times.
- To set up and maintain accurate and effective filing systems both paper based and electronic filing systems

KEY WORKING RELATIONSHIPS

Areas of Responsibility:

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

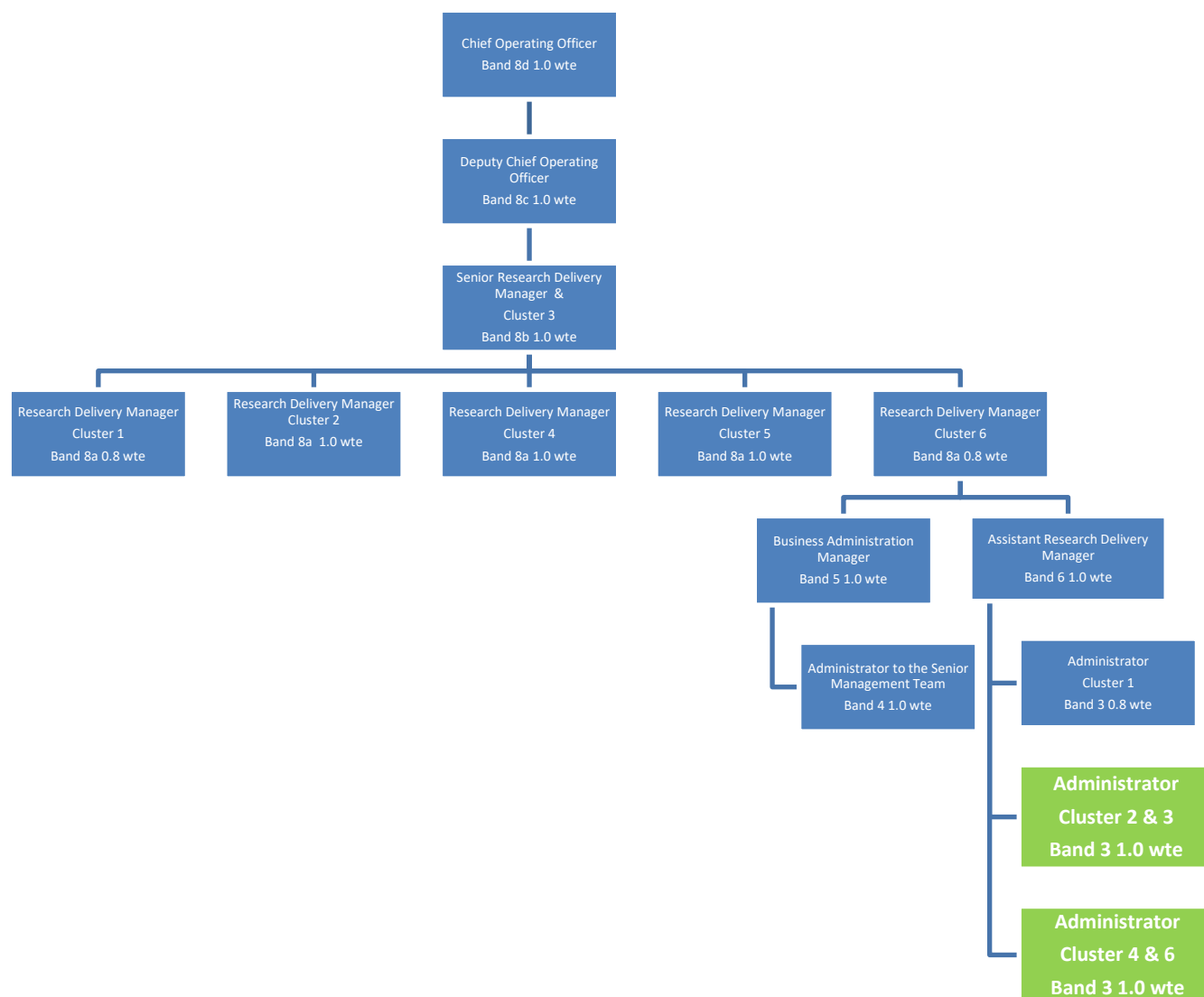
In addition the post holder will deal with the wider healthcare community, external organisations and the public.

This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • CRN Research Delivery Managers • All Senior Managers • CRN Core team staff 	<ul style="list-style-type: none"> • Research Staff at Partner Organisations across the South West Peninsula • NIHR Coordinating Centre • Clinical Research Specialty Leads

ORGANISATIONAL CHART



FREEDOM TO ACT

To work under the supervision of the line manager in line with host organisation and research governance framework

COMMUNICATION/RELATIONSHIP SKILLS

- To communicate with staff, external organisations and colleagues in a courteous, professional and timely manner at all times
- 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 receive telephone calls and accept messages on behalf of members of the management team and taking appropriate action where necessary
- To manage email communication in a timely way and in line with the RD&E's Email Best Practice guidance
- To contact staff when meetings need to be rescheduled.
- To participate in team meetings as required
- Excellent telephone manner

ANALYTICAL/JUDGEMENTAL SKILLS

- Using initiative on a daily basis in order to plan and effectively maintain diary management
- Attention to detail
- Maintenance of data systems

PLANNING/ORGANISATIONAL SKILLS

- Plan meetings for managers and colleagues internally but also with partner organisations.
- Use initiative to plan meetings around existing events/meetings to factor in travel times, duration of meeting are there other meetings that can be booked to take place while at the same venue
- Effective use of calendars and timings for similar meetings
- Excellent organisational skills to plan events including venues, facilities, external speakers, catering and transport

PATIENT/CLIENT CARE

Requirement to liaise with research participants occasionally

POLICY/SERVICE DEVELOPMENT

The post holder will be expected to adhere to Standard Operating Policies and Trust values and policies.

FINANCIAL/PHYSICAL RESOURCES

To monitor use of supplies and ensure this is done efficiently and cost effectively in line with the needs of the service

HUMAN RESOURCES

Supporting new members of staff where appropriate to this role.

INFORMATION RESOURCES

- Accurate typing
- NIHR Network knowledge
- Range of IT databases and computer system
- Comprehensive PC skills including databases, word-processing and email, including Microsoft Excel

RESEARCH AND DEVELOPMENT

Provide a good quality professional administrative service to support the objectives of the CRN SWP

PHYSICAL SKILLS

- There will be some requirement to travel to support local and national meetings.
- This role requires a good level of accuracy

PHYSICAL EFFORT

Frequent prolonged periods of sitting during computer based tasks

MENTAL EFFORT

Frequent prolonged periods of concentration required for computer-based tasks which require attention to detail or taking minutes at meetings.

EMOTIONAL EFFORT

Occasional emotional effort may be required when liaising with public/ partner organisations

WORKING CONDITIONS

Long periods of time working on computer-based tasks

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 (DES) if appropriate to role.

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.

Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E's track record of excellence in research, teaching and links to the university with NDHT's innovation and adaptability.

PERSON SPECIFICATION

Job Title	Administrator
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Minimum GCSE or equivalent in English and Mathematics NVQ 3 in business administration or equivalent	E	D
KNOWLEDGE/SKILLS		
Accurate typing	E	
NIHR Network knowledge		D
Range of IT databases and computer system	E	
Comprehensive PC skills including databases, word-processing and email, including Microsoft Excel	E	
Excellent telephone manner	E	
EXPERIENCE		
NHS experience	E	
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	E	
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	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y	X			
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	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	N				