

JOB DESCRIPTION

JOB DETAILS	
Job Title	Administrator
Reports to	Administrator to Senior Management Team
Band	2
Department/Directorate	NIHR CRN SWP

JOB PURPOSE
<p>The National Institute for Health 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> <p>Provide a professional, efficient and accurate administrative support function, undertaking general clerical duties. The post holder may support a medical or non-medical team to provide an effective and timely service. Provide excellent customer care and ensure all information is secure and confidentiality of information is maintained at all times. Ensure the professional image of the Trust is maintained at all times.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Ensure all paperwork/electronic notes are actioned, escalating any work or decision making as required
- Make and receive telephone calls both external and internal according to Trust standards
- Ensure all data whether paper based or electronic is stored, retrieved and archived according to Trust standards and maintaining data protection requirements
- Update IT databases with accurate information as directed
- Organise diaries for any simple meeting requests, contacting attendees as required
- Carry out filing, photocopying, typing of emails and simple letters as requested by team
- Print out reports or paperwork necessary for the efficient functioning of the department, including meeting agenda items
- Acknowledge visitors and staff attending the department.
- Maintain regular contact with members of the public and other partner organisations
- Provide general administrative support to Admin Service and/or the wider team to contribute to an effective and efficient service
- Use multiple computer systems as required within the department such as EDGE and CPMS
- Ensure accurate and up-to-date patient details are maintained on patient information systems in line with Trust Information Governance policy
- Respond to complaints where appropriate, escalating to Line Manager if unable to resolve

KEY WORKING RELATIONSHIPS

Areas of Responsibility: (type of work undertaken)

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

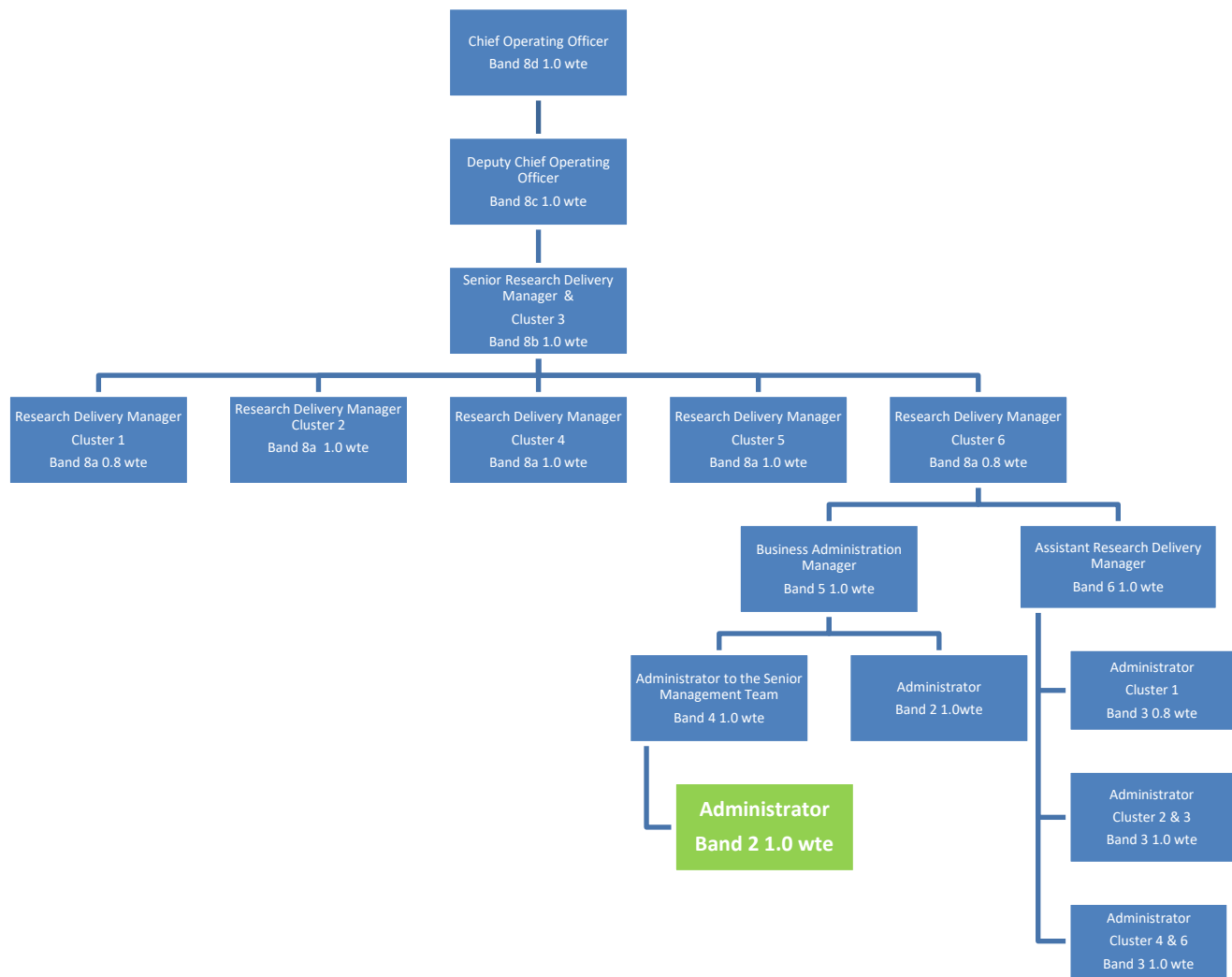
In addition, the post holder will deal with the wider healthcare community, external organisations and the public.

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

- The post holder will work with supervision close by and is guided by standard operating procedures

COMMUNICATION/RELATIONSHIP SKILLS

- Communicate effectively including discussion and written communication
- Provide help and support as required to patients and relative who may be anxious and distressed.
- Take messages, ensuring they are actioned and/or received by the correct recipient
- Organise and supporting meetings through effective communication
- Make and receive telephone calls both external and internal according to Trust standards
- Take messages and ensuring they are actioned and/or received by the correct recipient
- Communicate effectively including discussion and written communication
- Proactively manage email communication in line with the RD&E's Email Best Practice guidance
- Provide excellent customer care, in a calm and professional manner
- Organise and/or support meetings through effective communication

ANALYTICAL/JUDGEMENTAL SKILLS

- Straightforward job-related facts
- Maintaining generic diaries within the team

PLANNING/ORGANISATIONAL SKILLS

- Organising own day to day activities with support close by
- Planning straightforward tasks

PATIENT/CLIENT CARE
<ul style="list-style-type: none"> Regular contact with clients and the public Provide non-clinical information to stakeholders
POLICY/SERVICE DEVELOPMENT
<ul style="list-style-type: none"> Follows departmental procedures and policies
FINANCIAL/PHYSICAL RESOURCES
<ul style="list-style-type: none"> Careful use of office equipment Order and maintains supplies or stock
HUMAN RESOURCES
<ul style="list-style-type: none"> Demonstrate activities to staff less experience to new starters
INFORMATION RESOURCES
<ul style="list-style-type: none"> Inputting, storing and providing information
RESEARCH AND DEVELOPMENT
<ul style="list-style-type: none"> Complete staff surveys and audits for internal reviews of service
PHYSICAL SKILLS
<ul style="list-style-type: none"> Accuracy of data entry or typing Setting up equipment for meetings
PHYSICAL EFFORT
<ul style="list-style-type: none"> Frequent sitting and using a keyboard for long periods Occasional lifting of IT kit to set up meeting rooms
MENTAL EFFORT
<ul style="list-style-type: none"> Frequent concentration for processing data and information where the work pattern is predictable Occasionally having to deal with queries via email
EMOTIONAL EFFORT
<ul style="list-style-type: none"> Exposure to distressing or emotional circumstances is rare
WORKING CONDITIONS
<ul style="list-style-type: none"> Frequent use of a keyboard and VDU for long periods
OTHER RESPONSIBILITIES
<p>Take part in regular performance appraisal.</p> <p>Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling</p> <p>Contribute to and work within a safe working environment</p> <p>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</p> <p>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.</p> <p>You must also take responsibility for your workplace health and wellbeing:</p> <ul style="list-style-type: none"> 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 of 3 qualifications to include GCSE grade A-C/4-9 or equivalent in Maths and English Clinical Document Management (CDM)	E	D
KNOWLEDGE/SKILLS Excellent planning & organisational skills Ability to prioritise workload to respond to changing demand Ability to liaise and communicate with staff at all levels Excellent interpersonal & communication skills including demonstrating empathy & sensitivity to patients and relatives Ability to promote good working liaisons (staff, patients, relatives) Extracting information / Listening Skills Ability to handle complex enquiries - distressed & anxious patients Ability to deal with challenging behaviour Ability to provide excellent customer care Knowledge of IT databases and computer systems Comprehensive PC skills - databases, word-processing, email, Excel Understanding of hospital IT systems Knowledge of EPIC or equivalent information system Analytical skills & ability to problem solve Proven strong administration skills Accurate data entry Excellent telephone manner Knowledge of Trust procedures	E E E E E E E E E E	D D D D D D D D
EXPERIENCE Previous clerical experience Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG Working within a research environment eg: NIHR	D D D	
PERSONAL ATTRIBUTES Enthusiastic highly motivated & committed to delivering a service Understand team work and work within a team Able to plan and organise workload Able to prioritise own work load and meet deadlines Ability to work un-supervised Can remain calm and professional in a busy environment Empathetic, but able to understand professional boundaries Smart appearance, adhering to the Uniform Policy Welcoming friendly and approachable manner An adaptable approach to work Flexible approach to working hours Commitment to continual development to include relevant new systems, policies and procedures Adheres to relevant Trust policies & procedures Adheres to confidentiality & data protection requirements	E E D D D E E E E E D E E E	
OTHER REQUIREMENTS The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Ability to travel to other locations as required.	E E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
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)	Y		X		
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y				X
Mental Effort	Y				X
Emotional Effort	Y	X			
Working in isolation	N				
Challenging behaviour	Y	X			