

JOB DESCRIPTION

JOB DETAILS	
Job Title	Agile Clinical Trials Administrator Devon based
Reports to	Agile Research Team Leader
Band	Band 3
Department/Directorate	NIHR CRN SWP

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> <p>This role supports the Agile Research Delivery Team to deliver research studies effectively and efficiently in community settings across the South West, providing administrative support to the clinical and the study set up teams. This role will be based in Devon and incorporates a combination of office</p>

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.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

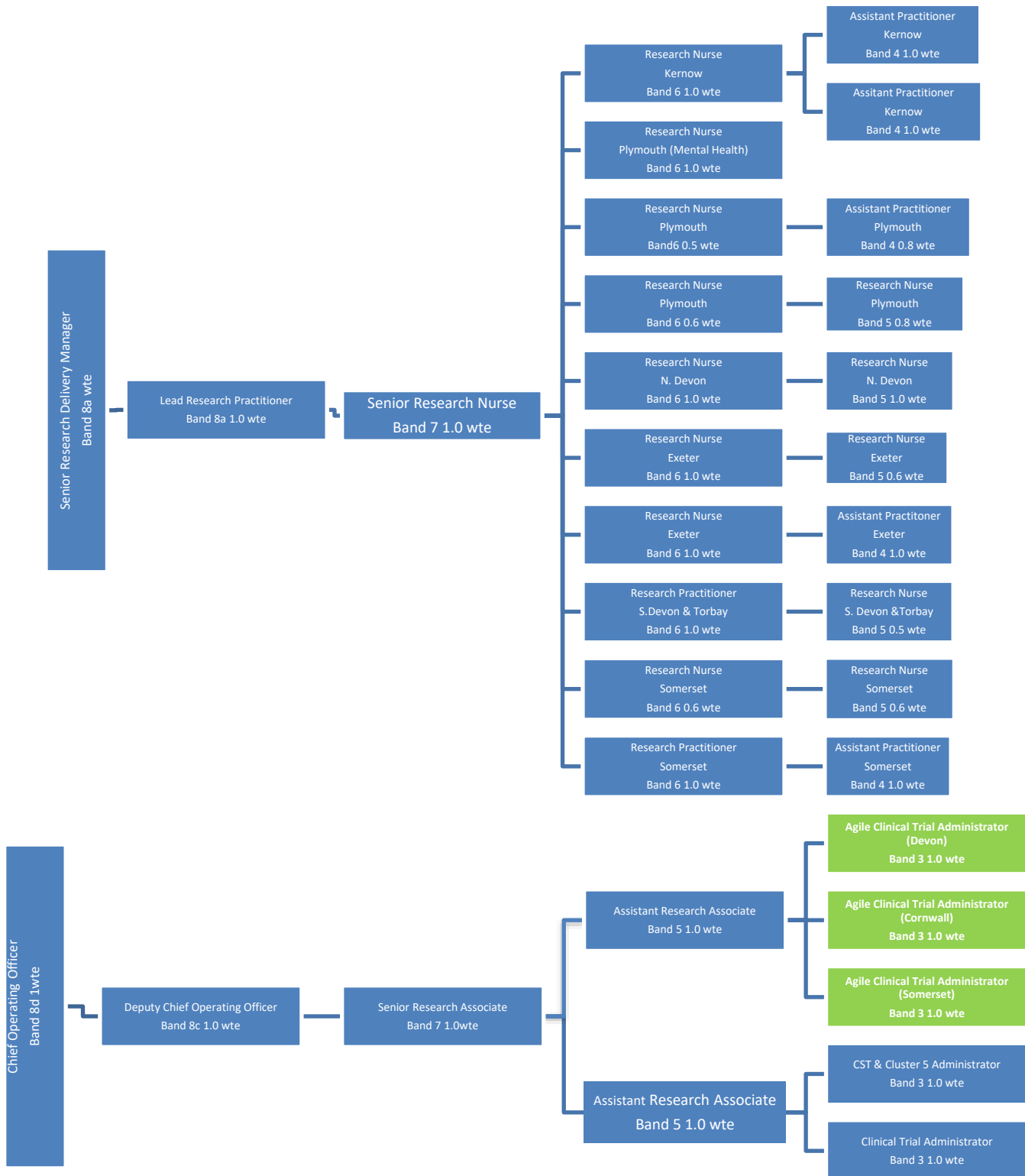
- Have a working knowledge of Good Clinical Practice (GCP)
- Support the delivery of GCP training within primary care
- Support study set up in primary care sites and non-NHS settings
- Attend site selection visits and site initiation visits as part of the study set up team
- Under supervision set up 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
- Escalating any work or decision making as required.
- 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
<ul style="list-style-type: none"> • SWP CRN Chief Operating Officer • Deputy Chief Operating Officer • Clinical Leads • Clinical Research Speciality Leads • Research Delivery Managers • Agile Research Team Leader • Agile Research Nurses/Practitioners • Senior Research Associates 	<ul style="list-style-type: none"> • 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

- Assist the Agile Research team in the delivery of a large research portfolio.
- Adhere to Standard Operating Procedures without direct supervision.

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 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 and take minutes as required

ANALYTICAL/JUDGEMENTAL SKILLS

- To undertake training as required to maintain competency/comply with trust policies
- Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal

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
- Ability to prioritise daily workload and meet deadlines
- Flexible approach to work
- Ability to remain calm and professional in a busy environment

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.

POLICY/SERVICE DEVELOPMENT

- To use and ensure office equipment is maintained
- Making and receiving telephone calls both external and internal
- Researching and reporting information
- Ensuring adequate and appropriate stationery supplies are available
- Contribute to the NIHR service improvement by participating fully in new projects and developments such as continuous improvement work.

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)

RESEARCH AND DEVELOPMENT

Clinical research administration is the primary remit for the Clinical Trials Administrator

PHYSICAL EFFORT

- Car driver – Essential
- Requirement to travel between localities

MENTAL EFFORT

- Requires frequent periods of concentration.
- To be able to prioritise workload even when frequently interrupted and under pressure.

EMOTIONAL EFFORT

- To acknowledge and help all patients, visitors, staff attending the department.
- Promote a blame free culture in reporting incidents and where appropriate support local investigation of incidents.

WORKING CONDITIONS

- Remote working on occasions
- Frequent travel to sites – GP practices, LCRN sites

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.

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.

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	Agile Clinical Trials 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	
KNOWLEDGE/SKILLS Accurate typing NIHR Network knowledge Range of IT databases and computer system Comprehensive PC skills including databases, word-processing and email, including Microsoft Excel Excellent telephone manner Understanding of Good Clinical Practice	E E E	D D D
EXPERIENCE NHS experience Research experience Previous administrative experience Working with the public Previous secretarial experience Contribution to service development	E E	D D D D
PERSONAL ATTRIBUTES Proven experience of adaptability in the workplace Excellent interpersonal/Communication skills Good understanding of working within a team A flexible approach to work Ability to work as part of a team Able to plan and organise workload Remain calm and professional in a busy environment Adhere to data protection and confidentiality requirements	E E E E E E E	D
OTHER REQUIREMENTS Well organised Able to prioritise own work load and meet deadlines Car Driver	E 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	Y				
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	N				
Working in isolation	Y				X
Challenging behaviour	N				