

North Bristol NHS Trust

Job Description

Job Details

Job Title: Emergency and Critical Care Research Administrator

Grade: Band 3

Department: Research & Development (R&D)

Directorate: Strategy & Transformation

Location/Base: Research & Development, Southmead Hospital

Job Summary

This role is working directly with the Research Nurses and Administrator who delivery Research in ICU, Emergency Department, Stroke & Anaesthetics.

It is a fixed term post for 12 months. Extension of the post cannot be guaranteed. The post is suitable for someone who is flexible to work with a variety of different teams, self-motivated, extremely organised and efficient with good communication and IT skills to include Microsoft packages.

The individual will support the delivery and conduct of both commercial and non-commercial trials, core duties will include:

- Day-to -day management of the trial databases
- Typing of research and clinic letters
- Administration relating to a variety of research trials
- Booking patient appointments and managing appointment diaries
- Liaising with research study sponsors i.e. pharmaceutical companies
- Liaising with patients • Liaising with other health and social care professionals
- Setting up mail merges and sending out relevant documents
- Organisation of meetings
- Producing accurate minutes of meetings
- General administration relating to the trials and that of the PI Line management for this post will be administered through the clinical research centre manager. The post holder will be required to work flexible across a variety of research teams dependant on the needs of the department.

Organisation Chart/Accountability



Knowledge, Training, Experience And Skills Required

KNOWLEDGE, TRAINING, AND EXPERIENCE REQUIRED

- A good working knowledge of the full range of Microsoft Office applications (Word, PowerPoint, Access, Excel, Publisher, Front Page, TEAMS)
- ECDL or other equivalent qualification
- NVQ in Business Administration – Level 3 or equivalent qualifications or equivalent experience
 - Previous administrative experience to include:
 - Dealing with public/clients
 - Prioritising and organising work and systems including filing
 - Experience of diary management
 - Minute taking
 - Knowledge of different methods of indexing, storage and retrieval of data
 - Understanding of the legal requirements of the safe disposal of information, i.e. data protection, copyright and confidentiality
 - Evidence of personal growth and development

SECTION 5– SKILLS REQUIRED

Research Administrator
(This post)

Must be able to communicate effectively with all groups of staff:

- via the telephone, email & face-to-face
- overcoming barriers to understanding
- on occasion dealing with volatile situations
- Ability to liaise with departments within North Bristol NHS Trust, Research & Development Offices based within other Trusts, universities, other outside contacts
- Must have a standard of English to be able to compose letters and identify spelling/grammatical errors on other's work.

Computer skills to include: -

- Word Processing - Letters, memos, business documents and complex handouts
- Emailing –Gathering information for the Research & Development Databases. Dealing with general enquires in the Research Inbox and personal inbox on a day-to-day basis.
- Database – Registering, editing, and searching information within the Trust R&D Database
- Able to follow established departmental systems and procedure, without supervision.
- Able to prioritise, be highly organised and make decisions in relation to own work with minimal supervision.

Main Duties & Responsibilities Of The Post

- Providing administrative support to the research team as appropriate:
 - Arranging meetings & appointments
 - Recording, typing and circulation of minutes.
 - Support in preparation/printing of agendas/papers
 - Enquiries from external research staff and Principal Investigators
 - Recording, reporting and monitoring of research issues.
- Administration of research study documentation.
- Typing letters and helping with general administration when requested by PI
- Providing support to the research team by:
 - Typing and amending documents
 - Photocopying, printing, sending faxes and emails as and when required.
 - Sort, distribute and prioritise incoming queries, using judgement and experience to decide which documents are to be passed to the infrastructure team and which may be dealt with directly,

- Prioritise and organise own workload in order to contribute to the efficiency and effectiveness of own and department workflow.
- Use initiative and manage own workload independently, only referring to Line Manager when difficulties are encountered.
- Promote systems and excellent communication between research infrastructure team and external parties and ensure this is maintained by:
- Attending team meetings to provide/receive feedback.
- Ensuring there is an effective system in place for passing on messages

Working Conditions / Effort

- Must be able to work effectively under pressure and constant interruptions to concentration from telephone and personal callers and to respond appropriately to peaks of work activities, by prioritising and organising own and team workload.
- Working constantly to deadlines
- Daily use of a Visual Display Unit
- Job requires frequent trips to the clinical areas of the main hospital building

NBTCARES



NBT Cares. It's a very simple statement; one which epitomises how everybody across our organisation goes the extra mile to ensure our patients get the best possible care. NBT Cares is also an acronym, standing for caring, ambitious, respectful, and supportive – our organisational values. And our NBT Cares values are underpinned by our positive behaviour's framework – a framework that provides clear guidance on how colleagues can work with one another in a constructive and supportive

way.

Improving the patient experience through your work

Patients are the most important people in the health service and are at the centre of what we do. Patients and carers are the 'experts' in how they feel and what it is like to live with or care for someone with a particular illness or condition. The patients' experience of our services should guide the way we deliver services and influence how we engage with patients every day in our work.

All staff should communicate effectively in their day-to-day practice with patients and should support and enable patients/carers to make choices, changes and influence the way their treatment or care is provided. All staff, managers and Board members should work to promote effective patient, carer and public involvement in all elements of their work.

We have a duty to involve, engage and consult with patients, carers, and families about plans for health facilities and the provision of our services. North Bristol NHS Trust

wholeheartedly embraces the principles of patient partnership and has made clear its commitment to involve patients in key aspects of its work.

Infection control

Compliance with all infection control policies and procedures will form an integral part of the practice of all staff working in a clinical environment. Each staff member will be responsible for familiarising themselves with the Infection Control Manual in the clinical areas and on LINK the Trust's Intranet site. Staff must keep up to date with new policies and subsequent implementation in practice.

Staff must seek support and advice from Infection Control in all instances where cross infection is likely to have occurred or when managing situations involving patients with infections where guidance provided in the Policies is not applicable.

All staff must contact the Occupational Health Dept if they are suffering from any form of infection which may put patients and other staff at risk.

Commitment to health and safety, no smoking, equal opportunities and harassment and bullying

Health and Safety/Security

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

Commitment to health and safety, no smoking, equal opportunities and harassment and bullying (cont.)

No-Smoking Policy

As an NHS employer, the Trust has a duty to its staff and patients to protect them from the health hazard that smoking represents. Consequently, in line with the public health white paper, *Choosing Health*, the current policy will be that smoking will not be permitted anywhere on Trust property including all buildings, grounds and within leased/owned vehicles of the Trust. This applies to all staff, patients and visitors of the Trust. Failure by staff to comply with this requirement may result in recourse to the disciplinary procedure. Employees also have a responsibility to remind members of the public, visitors, and other staff to refrain from smoking on Trust premises and to inform the appropriate manager if they witness repeat non-compliance.

Equal Opportunities

North Bristol NHS Trust has given its full commitment to the adoption and promotion of the key principles of equal opportunities contained within current legislation and the Trust's Equal Opportunities Policy.

All staff hold personal responsibility for the application of this policy on a day-to-day basis and should not undertake any acts of discriminatory practice during the course of their employment. Similarly, all staff have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations.

Copies of the Equal Opportunities Policy are available in the Personnel Policies and Procedures file in every department and on the intranet.

Harassment and Bullying

We believe that all people, whether staff, patients, or visitors, are entitled to an environment in which the dignity of the individual is respected.

We are also firmly committed to promoting an organisational culture which values diversity and equality of opportunity and to preventing discrimination in all aspects of its employment practices and services. We regard harassment and bullying as totally unacceptable forms of behaviour that will not be tolerated or condoned.

Confidentiality and freedom of information

Information relating to patients' records, diagnosis and/or treatment of patients, staff records, or information concerning contracts, tenders and other commercially sensitive matters etc. are considered to be **confidential** and must not be divulged without prior authority other than in accordance with the provisions of the Trust's Policy on raising concerns about Health Care Services as may be amended from time to time. Breaches of confidentiality will result in disciplinary action and may result in dismissal. Managers are also required as a condition of this Contract to represent the views of the Trust in any dealing they may have with Trust employees, their representatives, the media, general public or other organisations in which he/she may come into contact.

However, as a public body, the Trust has a requirement to publish particular information. Therefore, in addition to the above confidentiality requirements you must also comply with all aspects of the law concerned with information handling. For this purpose, the relevant legislation is the Freedom of Information Act 2000. This Act places a legal duty on all staff to comply with the rights of the public to access information. Any altering, destroying or concealing of information held by the Trust with the intention of preventing the legitimate disclosure of all or part of that information will result in disciplinary action, and may result in dismissal.

Safeguarding

North Bristol Trust are committed to safeguarding and promoting the welfare of children, young people and adults and to protecting them from all risks of harm. The organisation expects all staff to work to national and local children and adult safeguarding policies and procedures. The trust expects all staff and volunteers to be dementia aware and to support the care of people with dementia. All staff are expected to share this commitment and meet the competencies relevant to their role.

Job Description Agreement

Completed by.....

Authorised by.....

Date.....

This job description is a guide to the duties you will be expected to perform immediately on your appointment. It is not an exhaustive list, and such duties may well be altered from time to time to meet changes in the Trust's requirements. Any such changes will be commensurate with the grade of the post and will be discussed with the postholder prior to the changes being made