



Gloucestershire Hospitals  
NHS Foundation Trust

# Admin Assistant – R&I

[www.gloshospitals.nhs.uk](http://www.gloshospitals.nhs.uk)

A BETTER **CAREER** STARTS HERE

**At Gloucestershire Hospitals NHS Foundation Trust, we take great pride in delivering high quality acute services and we understand just how precious life is.**

People entrust their lives to our care every day and they have the right to expect the very best experience and outcomes. That's why our ambition and the pursuit of excellence is the foundation of everything we do.



Dear candidate,

*I am delighted you are interested in a position here at Gloucestershire Hospitals NHS Foundation Trust.*

*Gloucestershire Hospitals is one of the largest hospital trusts in England serving a diverse population of almost 620,000 people. We provide acute hospital services from two large district general hospitals, Cheltenham General Hospital and Gloucestershire Royal Hospital. Maternity Services are also provided at Stroud Maternity Hospital.*

*Our people are at the heart of what we do. Our workforce is almost 8,000 strong and our caring and dedicated staff are recognised as providing good and outstanding patient-centred care across a range of clinical areas. We also have exceptional teams of professional services staff underpinning our vision every step of the way.*

*We are committed to recruiting the best people to work with us to achieve our vision of providing Best Care for Everyone and our success depends on the commitment and dedication of our staff.*

*We are committed to diversity, inclusion and equality of opportunity for everyone, valuing and celebrating differences and encouraging a workplace and culture where all can thrive. We endeavour to ensure each and every person working in our organisation feel respected and valued. Respecting and valuing differences will help to ensure that our policies and services reflect the needs and experiences of the people and community we serve.*

*In return, we offer the opportunity to work at a trust that is on a truly exciting Journey to Outstanding and to make a real difference to the lives of our patients, their families and the wider community. We are also committed to training and developing you to be the best you can be and offer you a rewarding career, whatever your role.*

*I wish you every success with your application to join our team.*

*Best wishes*

*Claire Radley*  
**Director of People & OD**

April 2020

## Job Details

Job Title:	Admin Assistant to 8a Managers R&I
Division	Corporate
Department:	Research & Innovation Department
Responsible and accountable to:	R&I Professional Services Manager
Band:	3
Location:	CGH/GRH

## Job Purpose

The Gloucestershire Hospitals NHS Foundation Trust (GHNHSFT) Research & Innovation Department (R&I Department) has three main functions: to provide NHS staff with the expert advice and practical support to apply for research project funding, to provide general research advice and support for NHS projects and to undertake the Research Governance functions for the hosted trials from the National Institute of Health and Care Research (NIHR) research portfolio.

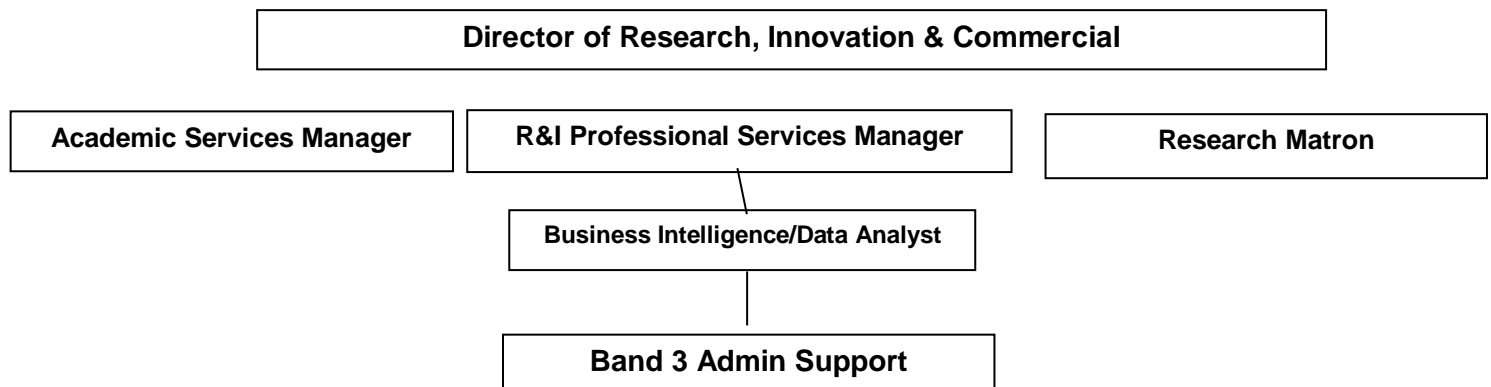
This post is providing day to day support for the R&I Department.

## Dimensions

To play a key role in the organisation and functioning of the Research and Development office and to support the development of an active research culture at Gloucestershire Hospitals NHS Foundation Trust.

- Provide administrative support to the R&I Department Senior Managers; Head of R&I Professional Service, Research Matron and the Academic Services Manager including co-ordination of diaries, planning meetings, circulation of papers
- Provide clerical support to the R&I Department Professional Services team including co-ordination of diaries, planning meetings, circulation of papers
- Provide support with procurement orders.
- Systematic filing of documentation within the Trust electronic shared drive and the EDGE platform
- Assist with maintaining good communication both with the Trust and externally.

## Organisational Chart



## Knowledge, Skills, Experience

- The post holder must be educated to G.C.S.E standard in English and Maths, at grade C/4 or above.
- Excellent keyboard skills.
- Ideally have appropriate years administrative experience of working within the NHS to be able to understand policies and guidelines with ease.
- Proven experience of working as part of a team
- Must have good IT skills:
  - able to use MS Office applications
  - able to use web applications
- Must be able to communicate effectively with all groups of staff, enabling successfully liaison and building alliances with health professionals at all levels within NHS trusts and other organisations. Therefore, excellent written and verbal communications skills are essential.
- Excellent attention to detail, methodical with high standards of accuracy and the ability to concentrate for long periods
- The post holder will be a self-motivated individual with the ability to work flexibly within a team and work on own initiative, adaptable to change, making decisions where appropriate, with the ability to prioritise and organise own workload with some supervision.
- Commitment to team working and to have respect and consideration for the skills of others.
- Must be self-motivated to undertake continuing professional development (CPD).

## Key Result Areas

- Liaising with Sponsors and Trials Units
- Uploading and maintaining filing electronically.
- Arranging appointments as necessary, to keep diaries up to date.
- Receiving sorting and distribution of external and internal post.

## Communications and Working Relationships

Dealing with enquiries from staff from all areas of the NHS and outside organisations along with the ability to deal with a diverse group of people in a confident and informative manner.

### LOCAL

R&I Professional Services team  
R&I delivery teams  
GHNHSFT support departments  
Estates Department (GMS)  
Creditor Payments (Gloucestershire Shared Services)  
Procurement (Gloucestershire Shared Services)

### OTHER

Members of staff within Trials Units  
Partners within Gloucestershire Integrated Care System

## Mental and Emotional effort

- Ability to communicate with staff using tact and diplomacy
- Consistent high quality of work despite working to deadlines and with competing priorities
- Ability to understand complex issues and maintain high levels of concentration
- Ability to maintain high pace of work
- Maintain high level of accuracy for data management

## Physical Effort and Working Conditions

- There is a frequent requirement for sitting or standing in a restricted position for a substantial proportion of the working time.
- Open plan office environment with good natural light but due to its south-facing aspect becomes very hot and has no air conditioning, therefore difficult to regulate the temperature especially in the summer.
- Setting up rooms for Conferences, Meetings and Training Events to ensure the appropriate layout is obtained, which entails moving tables, chairs and equipment.
- Physical effort is not strenuous occasional lifting and handling of A4 paper or similar items.

## General Conditions

### Confidentiality

In the course of your employment, you may have access to, see or hear confidential information concerning the medical or personal affairs of patients and or staff. Unless acting on the instruction

of an authorised officer, on no account must such information be divulged or discussed except in the performance of normal duties. Breaches of confidence, including improper passing of registered computer data, will result in disciplinary action, which may lead to dismissal. You should be aware that regardless of any action taken by your employing authority, a breach of confidence could result in a civil action for damages.

In addition, records, including VDU screens and computer printouts of registered data must never be left in such a manner that unauthorised persons can obtain access to them. Written records must either be destroyed or retained in safe custody when no longer required, VDU screens should always be cleared when unattended.

### **Terms and Conditions of Service**

The principle terms and conditions of your appointment will be those set out in the Agenda for Change national agreement as amended from time to time by the NHS Staff Council. These terms and conditions are set out in the NHS Terms and Conditions of Service Handbook, which is available on the Trust's intranet and NHS Employers web site.

### **Health and Safety**

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.

### **Data Quality**

As part of your employment you may be required to record Patient Information (computerised or on paper). You have a responsibility to ensure that information is entered accurately, completely and consistently. It is particularly important that patients' demographic details are kept up to date. Problems should be reported to your Manager.

### **No Smoking Policy**

Gloucestershire Hospitals NHS Foundation Trust operates a no smoking policy. Smoking is not permitted anywhere within the buildings and grounds of all Trust sites. These restrictions include all areas up to the boundaries of all sites.

### **NB**

This job description is not intended to form part of the contract of employment or to be a complete list of duties and responsibilities, but is a good guide for information to the job. It will be periodically reviewed in the light of developing work requirements in the department. The officer in the post will be expected to contribute to that review.

## **Job Description Agreement**

<b>Job holder's signature:</b>	Date: DD / MM / YYYY
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Head of department signature:	Date: DD / MM / YYYY
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## Person Specification

### JOB DETAILS

**Job Title:** Admin Assistant R&D

**Pay Band:** 3

**Location:** GRH with expectation to work in CGH as required

Recruitment Criteria	Essential	Desirable	Method of Assessment
<b>QUALIFICATIONS / EDUCATION</b>			
GCSE English and Maths Grade C/4 or above, or equivalent	E		Application
Word Processing RSA Level 3 or equivalent practical experience		D	Application
NVQ in Administration Level 3		D	Application
<b>EXPERIENCE, SKILLS &amp; KNOWLEDGE</b>			
Computer literate in Microsoft Office packages (Word, Excel, Outlook, Teams)	E		Application
Experience of using own initiative, prioritising workload and utilising organisation skills	E		Application / Interview
Previous experience working in a busy office environment.	E		Application / Interview
Able to communicate effectively to a diverse range of people	E		Interview
Experience of data entry, maintaining databases and data validation of electronic records		D	Application / Interview



Previous experience working in an NHS Department / knowledge of NHS systems.	E		Application / Interview
Knowledge and awareness of health and safety issues, risk management and data protection act.		D	Application / Interview
Excellent accurate attention to detail	E		Interview
Diary management skills	E		Interview
Proven organisational and forward planning skills.	E		Interview
<b>PERSONAL QUALITIES</b>			
Ability to multitask	E		Application / Interview
Excellent team worker	E		Application / Interview
Ability to work flexibly within a team	E		Application / Interview
Motivated and innovative.	E		Application / Interview