Surrey and Borders Partnership **NHS**
NHS Foundation Trust

JOB DESCRIPTION / PROFILE

Job Title	Research Administrator
Payband/Grade	Band 3
Directorate	Innovation & Therapies
Department	Research & Development
Job Description Reference	

My job makes better lives by providing prompt and efficient admin and secretarial support to the research team and ensuring referrals are processed appropriately and in a timely manner.

Job Overview We are looking to appoint an enthusiastic, motivated individual to join our fast paced, dynamic research team. The post holder will provide administrative support to the wider R&D team and co-ordinate information between research participants and staff employed within the unit and other related agencies, in line with R&D and Surrey & Borders Partnership (SABP) policies. Also, to support the team in ensuring that all studies are implemented to the standards governed by the EU Clinical Trials Directive, ICH Good Clinical Practice, Research Governance Standards for Health & Social Research, and Trust R&D requirements. The post will be based at the Two Bridges Hub, Guildford Street, Chertsey, KT16 9AU.

NHS Competency	Level
Communication	2
Personal and People Development	2
Health, Safety and Security	2
Service Improvement	2
Quality	2
Equality and Diversity	2
IT Skills	2
Statutory Requirements	
None	

Personal Competencies	
Interpersonal Sensitivity	1
Courage	1
Teamwork	1

Values
Treat People Well
Create Respectful Places
Involve not Ignore
Open, Inclusive and Accountable

Qualifications required
- Five GCSEs Grade C or above including English Language.

Experience required
- Minimum of 1 years working in an administrative role
- Administrative experience of working in a clinical research or trials environment – desirable
- A working knowledge of a hospital environment and some medical terminology – desirable

For a better life

- Previous administrative / reception work
- Proven experience of working with the public
- Dealing with a wide range of people and circumstances with the ability to respect each person's individual gender, race, sexual orientation, and beliefs
- Knowledge of a range of administrative procedures; knowledge of software packages
- Experience of using databases
- Experience of relevant NHS +/or clinical area-specific IT systems – desirable

Suitable for someone who is: Self-motivated, flexible, and able to adapt to changing demands. Able to organise own workload and prioritise work as it comes into the department, able to remain calm and professional under pressure and able to respect confidentiality guidelines.

Key Responsibilities

- To assist with the preparation of documents for clinical trials and other clerical duties to ensure the smooth running of the unit.
- To alert senior management to adverse situations affecting the smooth running of the unit.
- Be responsible for the on-going administrative support for research projects.
- To undertake any duties commensurate with the grade as delegated by the Research & Development Manager
- To assess when additional assistance is required and report to senior management.
- To receive and take appropriate action on incoming telephone calls from participants, staff, and external organisations (e.g. study sponsors).
- To provide information and advice to participants regarding appointments; refer to appropriate member of staff, forward messages in a timely manner.
- To be responsible for preparing meetings for the department, including setting agenda's and taking minutes.
- Greeting of research participants and other visitors to the department in a polite and friendly manner.
- To be aware that research participants attending the service may experience anxiety, ensuring that such situations are handled calmly and empathically.
- To enter basic participant and clinical information into NHS computer systems.
- To perform general clerical duties including photocopying and ordering of supplies for R&D staff.
- To use the SABP ordering system to replenish stock levels if necessary.
- To co-ordinate all room bookings.
- To book refreshments for meetings / training events where requested.
- To open post, distribute and/or deal with queries arising.
- To monitor the research inbox daily, and forward on queries in a timely manner.
- To manage the research database, by keeping up to date research referrals in a timely manner.
- To send welcome letters once research referrals are received.
- To maintain the departments clinical laboratory equipment records.

- To record laboratory temperatures daily.
- To update the research summary on a regular basis.
- To maintain the R&D website and social media accounts on a regular basis.
- Responsible for the maintenance of the standing operating procedures (SOP's) database.
- Responsible for keeping up to date all R&D staff CV's and GCP's records.
- To be responsible for allocated workload.
- To attend courses, seminars, and workshops relevant to post and the widening of knowledge.
- To adhere to Trust and Directorate policies, procedures, standards, and protocols
- Maintain own professional development in conjunction with the objectives of the service and those identified at Performance and Development review.