

# Job description

## POST

Research Delivery Administrator, Research & Innovation

## SALARY

£22,816 – £24,336 per annum

## CARE GROUP

Corporate

## BASE

East Kent Cancer Research Centre, Kent & Canterbury Hospital

## CONTACT

Melene Locke, Senior Research Nurse (Team Leader)  
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## Welcome to East Kent Hospitals

The Trust's vision is 'great healthcare from great people'. Embedding research is fundamental to empowering staff to lead improvements and inspire healthcare change. Our vision is to embed research in all of our clinical services and, in doing so, offer better healthcare for patients.

Research and Innovation leads to better care and outcomes for our patients and therefore we want to place it at the heart of everything that we do. We aim to build a dynamic, patient-centred, world class research portfolio, offering all patients opportunities to participate in studies of the latest treatments and therapies; ensuring East Kent Hospitals' position at the cutting edge of health care.

We offer a full package of benefits, including a car lease scheme; on-site childcare; generous annual leave in line with NHS terms and conditions; high street and public transport discounts; a 24/7 staff support service - and the little things that make life easier, like on-site Amazon lockers and fresh fruit and veg stalls.

### About us

We are one of the largest hospital trusts in England, with three acute hospitals and community sites serving a local population of around 800,000. We also provide specialist services for Kent and Medway.

We care about our patients and our people. We are focused on providing outstanding, safe patient care, and a positive working culture that benefits staff and patients alike. With our emphasis on staff training and development, a staff support scheme that's second to none, and a healthy package of benefits, it's easy to put down roots in East Kent Hospitals.



# Research Delivery Administrator

## Role specific duties

East Kent Hospitals University NHS Foundation trust (EKHUFT) is a large, diverse and complex organisation with an active and vibrant research programme. As part of the Research & Innovation (R&I) department, you can expect to work with a dynamic and proactive team, who recognise and integrate research as a core aspect of care delivery.

The Research Delivery Administrator role will be part of the research workforce within the Trust and will support the delivery of high-quality research studies. We are looking for an experienced administrator to help support and expand the large portfolio of NIHR cancer research studies within the Trust.

The post-holder will be based at the Kent & Canterbury Hospital in Canterbury, within our well-established cancer research team.

The overall purpose of the role is to assist in the provision on effective and reliable administrative support to the research delivery team, under the direction of senior staff. This support will ensure that research studies are delivered safely, effectively, on time and to target. The role will focus on supporting a broad variety of cancer research studies involving a wide range of patients.

Applicants should have at least 2 years of experience within an administration role, along with previous experience of working in a busy environment, dealing with members of the public and working under pressure. Excellent communication skills, meticulous attention to detail, enthusiasm and flexibility are other essential requirements for this post.

Due to the nature of research and potential fluctuations in study demands and/or workload and staffing levels, it may be necessary for the post-holder to cover additional specialities and/or sites as required. The post holder will help ensure the smooth set up and day to day running of research studies, working as part of the research team.

The post holder will be required to develop knowledge of multiple cancer research studies taking place across East Kent Hospitals.

## KEY RESULT AREAS

To assist senior administrative staff to provide the research delivery team with robust administrative support, by undertaking tasks such as arranging meetings, booking rooms, photocopying, filing, laminating, stock checking and ordering of office supplies, archiving.

Timely and accurate uploading/entering of information, as required, into relevant files/systems

Collation and maintenance of study site files as required, to ensure essential documents are managed and kept up to date, in accordance with Good Clinical Practice and local policies.



Ordering, collecting and returning patient notes as required

Sending correspondence, either electronically or hard copy, to patients, GPs and others, as required

Ensuring deadlines are met and appropriate action taken to make sure work is completed to given timescales

Answering internal and external telephone calls, including those received from patients, in a professional, polite and sensitive manner, redirecting as required to an appropriate member of the team.

Communicating effectively as required with a wide range of people across all Trust departments, as well as members of the public.

Liaising with pharmacy team, as required, to ensure that prescriptions are completed and signed to ensure timely treatment.

Ordering of laboratory supplies and checking of laboratory equipment as required.

Working in accordance with R&I Standard Operating Procedures and Policies, as well as Good Clinical Practice and other relevant standards & regulations

Ensuring compliance with the Trust's risk management policies and procedures. These describe the Trust's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm, and stress that all staff have a responsibility to minimise risk.

Managing internal and external post and disseminate relevant and urgent information appropriately

Supporting the team in activities to improve care and increase opportunities for patients to participate in clinical research and act as an ambassador to promote clinical research within the organisation.

Awareness of the R&I strategy and contributing to the overall goals of the department

Any other tasks relevant to the post, as directed by members of the team

## Your commitments

We are focused on providing outstanding, safe patient care, and a positive working culture that benefits staff and patients alike. This is why we ask you to:

- maintain the confidentiality of information about patients, staff and other health service business and adhere to data protection law
- comply with the Trust's policies and procedures, including infection prevention and control, risk management, health and

safety, safeguarding children and adults, financial management and use of resources

- act at all times in accordance with the professional Codes of Conduct and Accountability relevant to your role
- participate in annual mandatory training.

We are a smoke-free Trust, and offer staff support to stop smoking.

## Values

We care about our values of caring, safe, respect and making a difference. We'll ask you to



demonstrate these values during the recruitment process and throughout your appointment – and you can expect us to do the same.

### Our NHS People Promise

We are committed to the NHS People Promise. We want our culture to be positive, compassionate, and inclusive – and we all have our part to play.

### Living and working in East Kent

Our large district general hospitals, specialist units and community sites provide a vibrant and

diverse working environment with the extensive opportunities and teaching facilities you would expect of a large trust.

East Kent offers stunning countryside, beautiful beaches and charming places of historic interest, with easy access to London. With excellent schools, a wealth of leisure facilities and easy family days out on your doorstep, alongside beautiful and affordable housing stock, the perfect work-life balance couldn't be easier to achieve.

## How to apply

For more information or to arrange to visit us, please email: Melene Locke, Senior Research Nurse (Team Leader) [melene.locke1@nhs.net](mailto:melene.locke1@nhs.net)



Person specification



Requirements	Essential	Desirable	Method of assessment
Qualifications and training	Good general education - 5 GCSEs or equivalent, including English language and Maths NVQ level 2 in Business & Administration, or equivalent experience	NVQ level 3 in business & administration  ECDL	Application Form  Interview
Skills and experience	At least 2 years of experience in an administrative role Experience of working in a busy office environment. Experience of dealing with members of the public Ability to work under pressure and to tight deadlines. Ability to communicate clearly, both written and verbal Advanced IT skills Ability to retrieve & collate information from a variety of sources Excellent organisational skills to manage own workload and assist team to operate service Meticulous attention to detail Ability to use initiative	Previous NHS/ health care experience Previous research experience Data entry experience Experience of organising meetings and taking minutes Proven organisational skills Ability to prioritise own workload	Application Form  Interview
Governance	Knowledge of NHS systems and processes Knowledge of Microsoft Office packages e.g. Word, Excel Knowledge of data protection and confidentiality requirements	Knowledge of the Trust organisational structure and operating policies Knowledge of research/clinical trials and related standard/regulations Knowledge of medical and/or research terminology	Application Form  Interview
Personal/professional attributes	Awareness of the Trust's Vision, Mission and Values. Ability to develop effective working relationships – good team player Keen to develop and learn new skills to support the role		Application Form  Interview
Other requirements	Flexible approach to work Enthusiastic & motivated	Car owner/driver	Application Form Interview

## The small print

<b>Band</b>	<b>3</b>
<b>Salary Scale</b>	<p>£22,816 – £24,336 per annum (pro rata, if applicable)</p> <p>Progression through the pay scale will be determined on an annual basis. It will be subject to the post holder demonstrating the required standards of performance, conduct and completion of statutory and role specific training.</p>
<b>Hours of work</b>	22.5 hours per week
<b>Annual Leave Entitlement</b>	<p>Annual leave entitlements are based upon the following lengths of NHS service (pro rata if applicable):</p> <p>On Appointment = 27 days After five years = 29 days After ten years = 33 days</p>
<b>Pension Scheme</b>	<p>As an NHS employee you will be entitled to join the NHS Pension scheme and will be enrolled from your first day of service, if you meet the eligibility criteria. Employees who are not eligible to join the NHS Pension Scheme may instead be enrolled in the Trust's Alternative qualifying scheme, NEST.</p> <p>Your remuneration will be subject to the deduction of superannuation contributions in accordance with the relevant scheme.</p>
<b>Contractual Notice</b>	<p>Bands 1-4 = 1 Month notice Bands 5-6 = 2 Months notice Band 7-9 = 3 Months notice</p>
<b>Probationary Period</b>	<p>New staff appointed to East Kent Hospitals University NHS Foundation Trust in this post will be subject to a 6 month probationary period. During this time you will be required to demonstrate to the Trust your suitability for the position in which you are employed. This period may be extended at the Trust's discretion and is without prejudice to the Trust's right to terminate your employment before the expiry of the probationary period. In the event that a decision is taken to terminate your contract of employment during or at the end of your probationary period, you will be entitled to a notice period in line with the statutory timescales, which for employees with less than one year's service is one week.</p>



## Dimensions

<b>Financial and Physical</b>	Manages	Responsible for maintaining adequate office supplies Attend relevant meetings and events Take and compile formal minutes Enter data as required onto relevant IT systems Responsible for secure storage of clinical trial data Responsible for archiving clinical trial data, in accordance with Protocol, Trust and national clinical trial legislation Manage time effectively to meet targets
	Impacts	
<b>Workforce</b>	Manages (Bands and WTE)	Induct/support new Research Delivery Administrators
	Located	Act as a mentor to new Research Delivery Administrators
	Impacts	
<b>Other</b>		Support of clinical trials is the key role of this post

## Communications and working relationships

Internal	Other Research Delivery staff, both within and outside of immediate team Lead Research Nurse R&I Central Office Team R&I Senior Management Team All multi-disciplinary staff involved in the management of clinical trial patients, including senior clinical and medical staff. NIHR Clinical Research Network staff
External to NHS	National study teams
Other	Patients & relatives

## Environment

Category	Description/Definition	Frequency/Measures
<b>Working Conditions</b>	Driving between hospital sites Use of a computer/VDU Handling of pathology specimens/bodily fluids for packaging and shipment	Occasionally
<b>Physical Effort</b>	Use of PC & keyboard - skills requiring accuracy	Frequently



<b>Mental Effort</b>	Entering/uploading of data/documentation for R&I Office and national study teams Reading study documents Customising/localising patient information sheets and other clinical trials forms Compiling statistics Taking and compiling minutes	Frequently
<b>Emotional Effort</b>	Exposure to patient information which may be upsetting	Occasionally

### Most challenging part of the job

Collaborative working across professional boundaries with colleagues from diverse teams/departments.

Providing a high quality, equitable service across the Trust and raising the profile of the research team, both locally and at a National level.

We confirm that the details of the above post as presented are correct. This is a description of the duties of the post as it is at present. This is not intended to be exhaustive. The job will be reviewed on a regular basis in order to ensure that the duties meet the requirements of the service and to make any necessary changes.

