

Job Title: NIHR Programme Administrator (EM ARC focus)

Grade: 4

Salary: £25,697 to £26,707 per annum, pro-rata if part-time

Department: Diabetes Research Centre

Hours/Contract: Full time, fixed term until 30th September 2028

Job Family: Management and Administration

Reference: 13558

Role Purpose

The National Institute of Health Research (NIHR) is the nation's largest funder of health and care research and Leicester is home to the Leicester Diabetes Centre, one of the leading NIHR research. We are looking recruit a NIHR Programmes Administrator to support the administrative activities of the East Midlands Applied Research Collaboration (EM ARC) and several NIHR Programmes whose overall aim is improving patient quality of life and health outcomes. The role is an exciting opportunity that gives a blended opportunity across customer service & support, coordination and financial & resource management. Working closely with other administrative professionals you will have the freedom to support several NIHR Programmes to achieve their objectives.

Main Duties and Responsibilities

Customer Service & Support

- **Core administrative support** – Receive and respond to everyday enquiries providing an effective service. To manage incoming emails, calls and post as appropriate by delegating to relevant individuals within the NIHR Programme or action if appropriate using own initiative
- **Other administrative activities** – Prepare documents, presentations and other material to a clear brief, using established formats. Additionally, providing a high-level administrative support function to the managers and senior researchers, ensuring accurate record keeping and maintaining confidentiality
- **Partnership working** – Build and foster strong working relationships with other administrators, Programmes Managers, Departmental Managers, knowing who to liaise with on key issues and keeping wider stakeholders informed. While working alongside the other administrators to provide cross cover for vacancies and periods of leave
- **Continuous Improvement** – contribute ideas and solutions to your line manger to enhance the efficiency of self, the department and programmes

Coordination

- **Meeting coordination** – Schedule and attend meetings as requested. Prepare and circulate agendas with supporting papers and take accurate minutes, ensuring that action points are followed up

Financial & Resource Management





- **Financial administration** – Utilising SAP and other platforms create robust, accurate reports; manipulating and formatting the information into a given format and take accountability for relevant invoicing. While maintaining a record of project income and expenditure, undertaking straightforward analysis of the relevant budgets to provide simple reports that meet the requirements of Senior Leaders
- **Resource management** – Entry of data onto databases as required in a timely and consistent manner. Making sure information is accurate and organised to be easily accessible by other people

To undertake other duties as may be required commensurate with the role

Internal and External Relationships

Daily interaction with members of programmes

- Liaise closely with the Programme Managers, Theme and Theme Leads
- Liaise closely with research teams
- Liaise on day to day basis with the Administrative Team, both in Leicester and externally
- Liaise on a strategic basis with wider collaborators and partners

Daily interaction with collaborators and partners

- NHS Providers within the East Midlands
- ICBs (Integrated Care Board) within the East Midlands
- Academic Institutions within the East Midlands
- All other partners
- Patient and Public Involvement and Engagement Members

Liaising with other departments within the UoL & UHL as well as collaborators outside the programmes as required by the job.

Attending meetings as as required by the demands of the programme and organisation

Planning and Organising

The role requires planning a schedule for meetings and events ahead and then organising these effectively with guidance and support from other programme staff

Seek guidance from line manager to prioritise non-standard work requirements

Plan and prioritise own work activities for the week or the week ahead responding to the Programme Managers requirements in addition to own workload to ensure operational efficiency within the NIHR Programmes

The post holder will not be responsible for the supervision of other staff

Qualifications, Knowledge and Experience





Essential

- Either academic or vocational qualifications (NVQ 2/3, 5 GCSE passes including Mathematics and English Language at grade C or above, City and Guilds or equivalents) plus work experience in a relevant administrative role*
- Previous working experience within a healthcare environment

Desirable

- Professional marketing and communications qualifications (CIM or equivalent)
- Knowledge and/or previous training around cultural competence and effective community engagement

Previous experience of working within a research focused environment

Skills, Abilities and Competencies

Essential

- Effective oral and written* skills in order to communicate effectively with a broad range of people including senior members of staff Ability to communicate clearly orally and in writing* to ensure effective reporting and contact handling
- Numeracy skills
- A flexible approach to deal with changing priorities and urgent tasks
- Good organisational, and effective time management skills
- Good customer service skills
- Accuracy and attention to detail
- Approachable, friendly & polite
- Working knowledge of standard software packages: Microsoft Word, Outlook, Power-Point and Excel*
- Working knowledge of virtual meeting software; Microsoft Teams and Zoom
- Willing to travel to meetings and events within the East Midlands as required by the role; with current UK driving licence and own vehicle

Desirable

- Appreciation of the standards for the conduct and output of the role
- Familiarity with work priorities and those of colleagues
- Basic understanding of relevant policies and procedures, as they affect the role
- Ability to assess data and information, and to identify problems
- Ability to handle confidential matters sensitively & work with minimum supervision
- Ability to use personal initiative, plan own work with minimum supervision
- Demonstrate the ability and flexibility to work within a team setting

****Criteria to be used in shortlisting candidates for interview***

Reason for Fixed Term Contract





The reason for the fixed term contract is stated in section 1.9 in the summary of contractual terms in your contract of employment.

Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

Supporting University Activities

As a University of Leicester citizen, you are encouraged to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We encourage all staff as citizens to work flexibly across the University if required. If supporting these activities is likely to affect your workload, please speak to your line manager in the first instance

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Freedom of Speech

The University is committed to upholding freedom of speech and academic freedom within the law throughout our recruitment processes. We ensure that all candidates are considered based on merit and suitability for the role, without regard to their lawful viewpoints or the expression of challenging or controversial ideas. Our recruitment policies and practices are designed to protect applicants from discrimination or adverse treatment on the basis of their opinions, and to foster an environment where open debate and diverse perspectives are valued as essential to our academic mission.

Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

