

**Job Title:** Administrator (Teaching and Research)

**Grade:** 4

**Salary:** £24,590 to £26,707 per annum, pro-rata if part-time

**Department:** Global, Lifestyle and Metabolic Health

**Hours/Contract:** Full-time, part-time (minimum 0.6FTE, 21 hours per week), or job share considered, fixed term contract for 24 months with possibility of extension subject to funding

**Job Family:** Management and Administration

**Reference:** 12041

## Role Purpose

We are looking for a talented, hard-working, motivated individual to join the team at the Diabetes Research Centre (University of Leicester) and provide a high standard of clerical and administrative duties across our teaching and research programmes.

The Diabetes Research Centre is part of the University of Leicester College of Life Sciences, and is based at the Leicester Diabetes Centre within Leicester General Hospital. It has a proven track record of clinical teaching and research excellence, built on the strong collaboration between the University of Leicester and the University Hospitals of Leicester NHS Trust. The DRC has a global reputation for delivering high-impact, cutting edge research in the areas of long-terms conditions (such as diabetes, obesity, cardiovascular disease), lifestyle (including physical activity, sedentary behaviour, sleep and diet/nutrition), and ethnic health. It is also internationally recognised for its evidence-based, theory-driven teaching and education, including leading a well-established distance learning Diabetes MSc programme, individual accredited modules, and a vast array of patient and healthcare professional education programmes through its EDEN team.

The Centre hosts an array of prestigious NIHR research infrastructure, including the Leicester Biomedical Research Centre (BRC), Applied Research Collaboration East Midlands (ARC-EM), and more recently a Global Health Research Centre for Multiple Long Term Conditions. In 2024, it was awarded ~£14M in funding from Research England through their Expanding Excellence in England ("E3") funding stream to grow the volume and depth of its lifestyle research and education. This is the largest award through this scheme to date.

This post is anticipated to work most closely with the Centre's teaching and education programmes, providing administrative support to the existing distance-learning Diabetes MSc programme, and supporting senior academics in the development and integration of lifestyle medicine content into other undergraduate and postgraduate courses across the University of Leicester. However, the post holder may support individual research programmes and the administrative duties across the Centre as a whole where required.

The role will include working closely with the senior members of our teaching and education teams, as well as the leads of individual programmes and modules, and members of the team contributing to individual teaching activities. They will also work closely with the growing team of administrators across the Diabetes Research Centre, fostering shared learning and a supportive network of peers.

## Main Duties and Responsibilities





- Provide administrative support to existing and new teaching and education programmes, ensuring that tasks are completed to given deadlines. This will include:
  - Assisting with the acquisition and uploading of relevant student data and information onto relevant databases
  - Assisting with the regular review of student data and progression
  - Uploading and updating content for students on the virtual learning environment
  - Actioning enquiries and queries effectively, escalating to senior members of the team where appropriate
  - Coordinating team meetings and taking minutes or notes to create action logs
  - Liaising with staff members in other teams within the LDC, University of Leicester and external collaborators, to support collaboration and input into teaching activities/programmes
  - Facilitating effective communication and distribution of documentation both within and external to the team
  - Supporting an environment that ensures consistently high standards of customer service are delivered to students/commissioning organisations
- The post holder may also provide a full range of day-to-day general secretarial and administrative support into individual research programmes and funding applications, or for the operations of the Centre as a whole, including but not limited to:
  - Supporting with the recruitment of research participants, coordination of study visits and relevant correspondence
  - Assisting with data entry and filing
  - Providing administrative support for ordering and procurement of services and goods via online procurement systems
  - Diary management and scheduling of meetings (including venue hire, travel etc as appropriate)
  - Facilitating effective communication and distribution of documentation
- Throughout all the above, the post holder will be required to:
  - Respond to prioritised work in appropriate order to ensure work is completed within agreed targets
  - Maintain a comprehensive understanding of the systems to support daily working
  - Contribute to the development and maintenance of excellent working relationships across the DRC and external partners and collaborators
  - Contribute to the overall department by attending meetings and seminars where appropriate and undertaking other departmental roles as may be reasonably required by senior management.

### Internal and External Relationships

The post holder will be situated at the Leicester Diabetes Centre, located at Leicester General Hospital. The Leicester Diabetes Centre is based on strong collaboration between the University of Leicester and University Hospitals of Leicester NHS Trust. The post holder will work closely with other members of the team across both organisations.





Within the role, the appointee will liaise (where required) with teams across the Diabetes Research Centre and University of Leicester College of Life Sciences, as well as external groups and partners contributing to or collaborating on individual teaching or research programmes.

When supporting research studies or programmes, the post holder may interact with research participants and members of the public.

## Planning and Organising

The post holder will be expected to:

- Organise and prioritise own workload planning
- Be able to work to tight deadlines
- Be able to deal promptly with unscheduled work and prioritise accordingly
- Attend suitable training courses or equivalent and be proactive in terms of continued professional development.

## Qualifications, Knowledge and Experience

### Essential

- *Either:*
  - Academic or vocational qualifications (NVQ 2/3, 5 GCSE passes at grade C or above, City and Guilds or equivalents) plus some work experience in a relevant role\*
- *Or:*
  - Substantial relevant work experience in the unit or a comparable setting\*
- Working knowledge of relevant systems, equipment, processes and procedures, including standard Microsoft Office software packages.\*
- Familiarity with the use of databases and datasets.

### Desirable

- Previous experience of working in an education (ideally higher education), research or healthcare setting\*
- Previous experience of working with virtual learning environment systems\*
- Experience using student information systems\*
- Experience of supporting assessment processes in education (such as exams and assignment marking), ideally in higher education\*
- Previous experience of organising and preparing agendas for meetings, taking minutes or creating action logs, and circulating information pre and post meetings
- Project management experience
- Knowledge of or experience with AI and its uses in a professional environment
- Knowledge of accessibility standards
- Experience of diary management, arranging events, booking venues and travel arrangements
- Familiarity with procurement systems and processes
- Basic understanding of relevant policies and procedures, as they affect the role.

## Skills, Abilities and Competencies



## Essential

- Excellent written\* and oral skills, and an ability to use these skills to communicate clearly to ensure effective reporting and customer/contact handling and maintain good interpersonal relationships
- Ability to assess data and information, and to identify problems
- Excellent IT skills, including a working knowledge of Microsoft Office applications\*
- Ability to prioritise workload, work accurately and negotiate in order to meet deadlines\*
- Ability to be flexible in a fast-paced environment and use own initiative to an expected level within the role to deal with urgent tasks
- Excellent interpersonal skills
- Ability to work effectively individually or as part of a team
- Ability to work independently and plan and organise the time of self and others\*
- Ability and willingness to adapt in a changing and developing environment
- Ability and willingness to maintain confidential information at all times
- Numeracy skills
- Ability to use Excel and manipulate data

## Desirable

- Ability to collect and analyse student feedback data
- Ability to apply relevant Health and Safety and other University policies and procedures

***\*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 and Disclosure and Barring Service (DBS).

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.

This post is exempt from the Rehabilitation of Offenders Act 1974 because the appointee will have substantial access to young people and/or vulnerable adults. Therefore, an appointment to this post will be subject to checking through the Disclosure and Barring Service (DBS). The successful applicant for this post will, therefore, be required to give consent for the University to check and obtain appropriate clearance with the DBS for the existence and content of any criminal record in the form of a Standard DBS check.

Information received from the DBS and the police will be kept in strict confidence and will be destroyed once the University is satisfied in this regard.

## NHS Research Governance

Where it is determined that the duties of this post for the purposes of research involve work with the NHS, it is necessary to ensure that the performance of the duties attached to the post are covered by





NHS research governance arrangements and the appointee must comply with all such arrangements, which may include occupational health clearance and DBS clearance.

### Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

### 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

### 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 equity 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 equity, diversity and inclusion.

