



**Job Title:** Research Administrator  
**Grade:** 4  
**Salary:** £23,950 to £26,038 per annum, pro rata if part-time  
**Department:** Diabetes Research Centre  
**Hours/Contract:** Full-time, or job share considered, fixed term contract for 12 months  
**Job Family:** Management and Administration  
**Reference:** 11117

## Role Purpose

We are looking for a highly motivated, hardworking and enthusiastic candidate to join us to provide a high standard of clerical and administrative duties in a very busy research department.

As a research administrator you will provide administrative support to the trial delivery team. The trial delivery team set-up, recruit participants, and assist in delivering a range of research studies areas in diabetes and other long term health conditions.

The post holder will be expected to support the trial delivery team, in conjunction with other administrative staff, with all general administrative tasks relating to the work of the DRC/LDC. The LDC constitutes a multi-disciplinary research team of clinical and academic staff undertaking a wide range of research studies including: NIHR Programme/HTA Grants, Commercial and Academic Clinical Trials and leads on a number of prestigious research awards.

Duties will include but are not limited to the following: maintaining diaries, organising and preparing for training events and facilitating meetings, minute taking, liaising with staff outside the department, updating spreadsheets and databases, filing, photocopying, answering telephone queries, ordering and general administrative duties.

## Main Duties and Responsibilities

### Customer Service & Support

#### *Core administrative support*

- Receive and respond to everyday enquiries in a timely and accurate manner, providing an effective service
- To manage incoming emails, calls and post as appropriate by delegating to relevant individuals within the study team or action if appropriate using own initiative
- To undertake photocopying and filing of trial essential documentation, both manual and computer based
- 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. Whilst working alongside the other administrators to provide cross cover for vacancies and periods of leave

- Continuous Improvement – contribute ideas and solutions to your line manager to enhance the efficiency of self, the department and programmes
- Patient service - Pre-screening participants for studies in order to then book them into clinic. Administering & managing participant appointments & bookings & triaging any clinical questions to nurses as required.

### **Service Delivery & Development**

- Ensure all work is carried out in line with study protocols, ICH-GCP, and all associated regulations and good practice guidelines.
- Establish and maintain good channels of communication with Investigators, Trial Management Teams, and the wider multi-disciplinary team.
- Liaise with sponsor offices, trial management teams and investigators, and other organisations and team.
- Ensuring study data is managed in accordance with ICH GCP, undertaking quality checks as required.
- Overseeing and supporting the management of the volunteer database in accordance with GDPR guidelines and good practice.

### **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. Liaising with internal staff at all levels and external bodies as appropriate and working cross site as required.
- Organise research participant appointments and transport.

### **Financial & Resource Management**

- Financial administration – Utilising platforms to 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**

- The post holder will be situated at the Leicester Diabetes Centre, located at Leicester General Hospital.





- To liaise and work closely with all of the teams within the Diabetes Research Centre, external research groups that are part of the BRC Lifestyle Theme, and the other research themes across the BRC.

To have contact with NHS staff & research participants (including NHS patients) and their families involved in the research studies conducted by the Centre.

## 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 Trial Managers requirements in addition to own workload to ensure operational efficiency within the study team.
- The role requires producing a high standard of work at all times, in particular when working under pressure, in order to meet deadlines.
- The post holder will not be responsible for the supervision of other staff

## Qualifications, Knowledge and Experience

### Essential

- RSA II Typing, or equivalent keyboard skills\*
- GCE / O'Level / GCSE or equivalent English Language and Maths qualification\*
- Familiar to navigate around computer databases
- Working in an administration and/or research environment within a healthcare environment
- Have relevant experience and specialist knowledge in clinical research
- Knowledge & understanding of GDPR

### Desirable

- Shorthand or Speedwriting qualification
- Audit or research experience
- Previous experience of working with patients in a clinical setting

## Skills, Abilities and Competencies

### Essential

- Be efficient, meticulous, and able to manage their own workload
- Have excellent communication skills with all disciplines, including participants, immediate colleagues, the wider team, and other internal and external agencies
- Understanding & empathetic
- Be flexible in work practices and time and be able to work with little direct supervision whilst recognising own limitations
- Use own initiative and can prioritise own workload





- 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\*
- 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
- Electronic diary management
- Ability to draft and produce letters and notes from meetings
- Able to demonstrate a commitment to and understanding of the importance of treating all individuals with dignity and respect appropriate to their individual needs.
- All staff are expected to engage in compassionate and inclusive leadership in the provision of high quality care and interactions with others

### Desirable

- Basic understanding of relevant policies and procedures, as they affect the role
- 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 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 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.

