

SINGLE CORPORATE SERVICES

RESEARCH AND DEVELOPMENT

| | | |
|------------------------|-------------------------------|--|
| Job title: | Research Support Assistant | <i>To be completed by HR Job Reference Number</i> |
| Reporting to: | Research Facilitator | |
| Accountable to: | Research manager, R&D manager | |
| Pay Band: | Agenda for Change Band 4 | |

As part of the Single Corporate Service, this role is a designated site-based role however the post holder will be part of the Corporate Service team which provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust

As the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel between sites. The frequency and arrangements will be discussed on an individual basis, and the staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

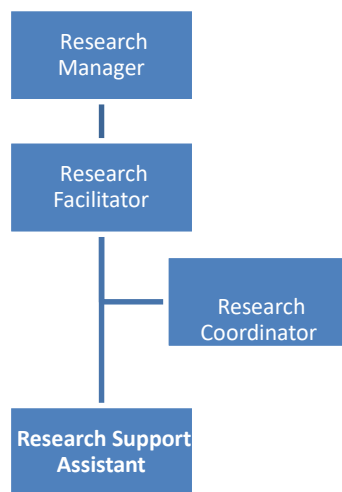
Job purpose

Support the Research Office Team with the day-to-day delivery of research related administrative tasks.

Job summary

- To work proactively and independently as a member of the R&D team to deliver core administration functions such as the processing of study amendments, archiving, oversight for research passports and EDGE maintenance.
- To work closely with the Research Office and the wider research team to assist with delegated activities during study set up and delivery.
- To support the Research Office to maintain quality by assisting with study monitoring, implementing corrective action plans and recording timelines and information on trackers.
- To organise, attend and minute departmental meetings.

Organisational Chart



Specific Core Functions

- To support study set up in accordance with organisational standard operating procedures (SOPs), ICH GCP and applicable regulations.
- Day to day administration including responding to routine correspondence, processing amendments and events, study closure and archiving.
- To maintain full and accurate records for all delegated project activities including correspondence, amendments, audits and monitoring and record detailed and accurate study information into relevant databases.
- To oversee HR processes for the research office and ensure appropriate governance checks are completed for letters of access, honorary research contracts.
- To maintain research information systems, update and ensure accurate record keeping of information across multiple research active specialties.
- Organise, attend and minute departmental and study meetings; prepare, collate and distribute study documentation as required.
- Act as a point of contact for the research office for both external and internal stakeholders. Respond efficiently and politely to personal, telephone and e-mail enquiries, seeking advice or forwarding them onto other team members as appropriate.
- Contribute to the development of new or existing work instructions, SOPs and departmental policies, working with Trust staff from other departments as required.
- Assist with the maintenance of local research websites.

Key Responsibilities

Communication and Working Relationships

- The post holder will be providing and receiving routine information orally, in writing or electronically to inform work colleagues, patients, clients, carers, the public or other external contacts. The communication will include;
 - (a) Providing and receiving routine information which requires tact or persuasive skills or where there are barriers to understanding
 - (b) providing and receiving complex or sensitive information,
 - (c) providing advice, instruction, or training to groups, where the subject matter is straightforward.

Analytical and Judgement

- Judgements involving facts or situations, some of which require analysis.

Planning and organising

- Planning and organisation of straightforward tasks, activities, or programmes, some of which may be ongoing.

Physical Skills

- The post requires physical skills which are normally obtained through practice over a period of time or during practical training e.g. standard driving or keyboard skills, use of some tools and types of equipment.

-

Patient Client Care

- Assists patients/clients/relatives during incidental contacts.

Policy and Service Development

- The post holder follows policies in own role which are determined by others; no responsibility for service development, but may be required to comment on policies, procedures, or possible developments.

Financial Management

- The post holder will observe a personal duty of care in relation to equipment and resources used in the course of their work.

Management/Leadership

- The post holder provides advice or demonstrates own activities or workplace routines to new or less experienced employees in own work area.

Information Resources

- The post holder will be responsible for data entry, text processing or storage of data compiled by others, utilising paper, or computer-based data entry systems,

Research and development

- Regularly undertakes R&D activity as a requirement of the job, or regularly undertakes clinical trials, or regularly undertakes equipment testing or adaptation.

Freedom to Act

- The post holder is guided by standard operating procedures (SOPs), good practice, established precedents and understands what results or standards are to be achieved. Someone is generally available for reference and work may be checked on a sample/random basis.

Physical effort

- A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

Mental effort

- General awareness and sensory attention; normal care and attention; an occasional requirement for concentration where the work pattern is predictable with few competing demands for attention.

Emotional Effort

- Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or emotional circumstances.

Working conditions

- Exposure to unpleasant working conditions or hazards is rare.

Person Specification

| Criteria | Essential | Desirable | How criteria will be assessed |
|-----------------------|--|--|--------------------------------------|
| Qualifications | <ul style="list-style-type: none"> • Good standard of education to A-level/NVQ 3 or equivalent level. | <ul style="list-style-type: none"> • Degree or equivalent experience • Evidence of NHS experience. • Research experience within a health related organisation. • Recent Good Clinical Practice (GCP) in research training. | |
| Experience | <ul style="list-style-type: none"> • Experience of working within administration. | <ul style="list-style-type: none"> • Experience of working within an NHS setting. | |

| | | | |
|------------------|--|--|--|
| | <ul style="list-style-type: none"> • Experience using Microsoft Office. • Experience managing multiple tasks simultaneously • Excellent written and verbal communication skills including presentation and report writing skills • Ability to work to deadlines and manage a diverse workload with cross functional teams • Responsive and flexible attitude and approach. • | <ul style="list-style-type: none"> • Experience of working within an NHS R&D department. • Experience of working on research prioritisation with a variety of stakeholders. • Understanding of regulatory process in research | |
| Knowledge | <ul style="list-style-type: none"> • Excellent working knowledge of using Microsoft Office suite. • Excellent working knowledge of using the internet. • Knowledge of EDGE (Local Performance Management System) | <ul style="list-style-type: none"> • Knowledge of Good Clinical Practice Guidelines and current Trials' Regulations (EU Directive Clinical Trials). | |

Compliance statement to expected organisational standards.

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information

- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

Understand duty to adhere to policies and protocols applicable to infection prevention and control.

- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004, Working Together to Safeguard Children 2013 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults' policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,
- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered

with the appropriate professional body. The Trust will require evidence of current registration.

- Proactively, meaningfully and consistently demonstrate the Trust Values in your everyday practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.