NHS Grampian

**Job Description**

# SECTION 1

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| *JOB IDENTIFICATION* | |
| **Job Title:** | Clinical Trials Administrative Assistant |
| **Department(s):** | Anchor unit |
| **Location:** | Aberdeen Royal Infirmary |
| **Hours:** | 37.5 hours per week |
| **Grade:** | Band 2 |
| **Salary:** | £18,600 - £20,606 pro rata per annum |
| **Contract:** | Permanent |
| **Job Reference:** | NS035103 |
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###### SECTION 2

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|  | **Job Purpose**  - the reason why the post exists. This should be a **brief statement**. It should not list all the tasks.  To provide administrative support to the ANCHOR Cancer Research Team. To work together with all members of the team to provide an efficient, high quality admin and clerical service to support care of trials’ patients and to ensure trials’ documentation is correctly maintained |
|  | **Organisational Chart** (Please identify this post clearly in the structure – as a minimum show 2 levels above and 2 levels below (where relevant).  R&D Clinical Director  Research Network Manager  Network Administrator  NHS Grampian  Oncology  Data Managers x 1  Senior Data Co-ordinator x 3  Trials Administrator x 1  Trials Data Administrator x 1  Trials Administrative assistant x1 **This post**    NRS-CRN-N Clinical Lead |

###### Please refer to appendix B(i) for definitions

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| **1** | **Communication and relationship skills**  **Provide and receive routine information, to inform work colleagues, patients, clients / Provide and receive routine information requiring tact or persuasive skills, barriers to understanding** *Dealing with telephone queries, checking clerical, patient information with clerical staff and patients / Communicating information verbally and in writing, routine information with patients and staff on, for example discharge, admission, transfer. May be barriers to understanding for example anxious patients, cultural differences, language or communication difficulties Communicate with staff at all levels, this includes Chief, Principal and co-investigators, clinical and administration staff and other members of the research team* **Level 2**   * Communicate with the Senior Clinical Research Nurse and NRS Network Manager regarding daily operational matters * Liaise with clinical and non-clinical support departments (e.g. pharmacy, medical records, imaging, procurement) * Participate in regular team meetings |
| **2** | Knowledge, training and experience **Range of routine work procedures requiring job training** *Knowledge of administrative systems, admission, patient information systems, hospital departments, clerical / office procedures, data input procedures acquired through on-the-job training* **Level 2**   * Knowledge and experience of administrative systems * Excellent interpersonal and communication skills * Diplomacy and good negotiation skills * Ability to work as part of a team * Proficient keyboard and data entry skills * Organisational and time management skills with the ability to priorities work * Enthusiastic and ability to self-motivate * Excellent attention to detail * Knowledge of ICH GCP * Knowledge of Data Protection Act |
| **3** | Analytical and judgemental skills **Judgements involving facts or situations, some requiring analysis** *Resolves problems, eg locating notes, appointment issues, accuracy, ward issues when responding to queries, escalating issues when necessary* **Level 2**   * The post holder will use their own initiative to resolve any problems escalating them to the Senior Clinical Research nurse if necessary. * The post holder will be directed on a daily basis by the Senior Clinical Research Nurse and NRS Network Manager * The post holder will use their own initiative in prioritising workload on a daily basis to ensure all tasks are completed on time |
| **4** | Planning and organisational skills **Organise own day to day work tasks or activities/Plan and organise straightforward activities, some ongoing** *Organises own workload/ Organises eg patient transport, discharge, appointments, admissions* **Level 1**   * The post holder will be required to use office management systems for filing trial documentation, photocopying and information distribution * The post holder will be required to enter data onto departmental databases in a timely manner * The post holder will need to be able to organise booking patient appointments using departmental systems. * The post holder must keep accurate files for varies departmental requirements such as GCP and CVs * The post holder will be able to archive trial site files. |
| **5** | Physical Skills **Physical skills obtained through practice/Developed physical skills: advanced keyboard use** *Standard keyboard skills, manoeuvring notes trollies/ Entering patient / client data into computer* **Level 2**   * The operation of VDU equipment * Frequent restricted postures and sitting for periods of time while using the telephone and desktop PC * Photocopying documentation * Key board skills * Moving and handling of files, case notes and equipment within the department and between departments |
| **6** | Responsibilities for patient/client care **Assist patients /clients during incidental contacts/ Provide non-clinical advice, information to patients/ clients/ relatives** *Incidental contact/ Provides non-clinical information or advice to patients or relatives* **Level 1**   * A good knowledge regarding patient confidentiality as will be handling sensitive patient data |
| **7** | Responsibilities for policy and service development implementation **Follow policies in own role, may be required to comment / Implement policies and propose changes to practices, procedures for own area** *Follows departmental procedures and policies* **Level 1**   * The post holder will be required to work to standard operating procedures relating to aspects of trial administration |
| **8** | Responsibilities for financial and physical resources **Personal duty of care in relation to equipment, resources/ handle cash, valuables; Maintain stock control** *Careful use of office equipment/ Handles patient valuables or petty cash; orders/maintains supplies or stock* **Level 2**   * Will be required to maintain stock control of stationary |
| **9** | Responsibilities for human resources **Demonstrate own activities to new or less experienced employees** *Demonstrates activities to new starters* **Level 1**   * The post holder will be required to demonstrate own activities to new employees |
| **10** | Responsibilities for information resources **Data entry, text processing, storage of data** *Processes or transcribe data, patient records* **Level 2**   * The post holder will be required to use Word, Excel on an adhoc basis, and to use email and web based systems on a weekly basis * The post holder will be responsible for entering basic trial information onto relevant databases |
| **11** | Responsibilities for research and development **Undertake surveys or audits, as necessary to own work** *Completes staff surveys and audits* **Level 1**   * All work undertaken by the post holder will be performed in adherence with ICP GCP and NHSG trust R&D governance standards * All tasks undertaken will be linked to clinical trial activity |
| **12** | **Freedom to act**  **Standard operating procedures, someone available for reference** *Uses initiative within standard operating procedures, advice available* **Level 2**   * The post holder will be required to work to standard operating procedures relating to aspects of trial administration * The post holder must be able to work independently to ensure all trial site files are maintained to a high standard. |
| **13** | Physical effort **Combination of sitting, standing, walking/ Frequent sitting or standing in a restricted position; Frequent light effort for several short periods; Occasional light effort for several long periods; Occasional moderate effort for several short periods** *Light physical effort/ at keyboard for long periods; lifting, sorting, filing, general handling of records; pushing trolleys with case notes* **Level 1**   * There will be daily use of a keyboard/VDU * There will be a requirement to walk to different departments within the hospital potentially carrying documentation. |
| **14** | Mental effort **Frequent concentration; work pattern predictable** *Concentration for eg preparing notes, filing, taking and accessing patient details, answering queries, processing data and records* ***Level 2***   * There will be a requirement for concentration and accuracy on a daily basis. Work patterns can fluctuate and there will be busy periods |
| **15** | Emotional effort **Exposure to distressing or emotional circumstances is rare/ Occasional/ Frequent distressing or emotional circumstances** *Interacting with terminally ill patients* **Level 2**   * There will be some aspects of emotional effort due to the nature of cancer and knowledge of patients clinical records which the post holder will deal with on a regular basis |
| **16** | Working conditions **Exposure to unpleasant conditions is rare/ Occasional unpleasant conditions; Use VDU equipment more or less continuously/ Frequent unpleasant conditions; Occasional highly unpleasant** conditions *Office or similar conditions/ dust, smells, verbal aggression; use of computer for long periods/ frequent noise, verbal and physical aggression; occasional exposure to body fluids, eg vomit, phlegm* **Level 2**   * This post will be office based with some use of keyboard/VDU * There will be moving and handling of files, case notes and equipment within and between departments. |

**POST/GRADE:** Trials Administrative Assistant, AfC Pay Band 2

**LOCATION/HOSPITAL:** ANCHOR Cancer Research Team, Ward 310, ARI site

**WARD/DEPARTMENT**: NRS CANCER RESEARCH NETWORK-NORTH

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| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications | * Standard O’Grades or equivalent including English and Arithmetic * RSA II or equivalent qualification/experience | GCP training |
| Experience | * Experience of using Microsoft packages * Previous experience of assisting with administrative tasks in an office environment | Previous NHS experience and  NHS IT systems  Knowledge of cancer  Knowledge of clinical  trial research  European Computer Driving  Licence |
| Special Aptitude and Abilities | * Organised and has the ability to work under own initiative and unsupervised * Ability to multi-task and meet deadlines * Accuracy and attention to detail * Ability to communicate effectively with wide range of people | Ability to adapt to different working practices.  Experience with web based systems |
| Disposition | * Display a professional and helpful attitude * Have good interpersonal and communication skills * Be enthusiastic, reliable and flexible * Work comfortably on own and as part of a team |  |
| Particular Requirements of the post |  |  |

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| MAJOR RISKS IN DOING THIS JOB |
| Sitting at desk/PC for long periods of time, potential for eye and physical strain |