JOB DESCRIPTION TEMPLATE

1. JOB IDENTIFICATION

Job Title: NRS Portfolio Administration Officer

Responsible to: Project Information Manager

Department(s): Research & Development

Directorate: Corporate

Operating Division: Lothian University Hospitals Division

Job Reference: 073818

No of Job Holders: 1

Last Update: 23rd October 2019

2. JOB PURPOSE

To assist in the smooth and efficient management of the UKCRN Portfolio and Scottish Research Database Application (SReDA).

To provide administrative support for the CSO funded Specialty Group Leads based in Lothian, facilitating access to United Kingdom Clinical Research Network (UKCRN) data and communicating with researchers within their specialties across NHS Scotland.

To provide administrative support for the Project Information Manager and NRS Portfolio Performance Manager and to provide key database quality checks and maintenance for research information recording and reporting purposes.

3. DIMENSIONS

Provision of specialist research support across Scotland is structured nationally around 7 Topic Networks, 4 Research Champions, and 14 Specialty Groups (SGs).

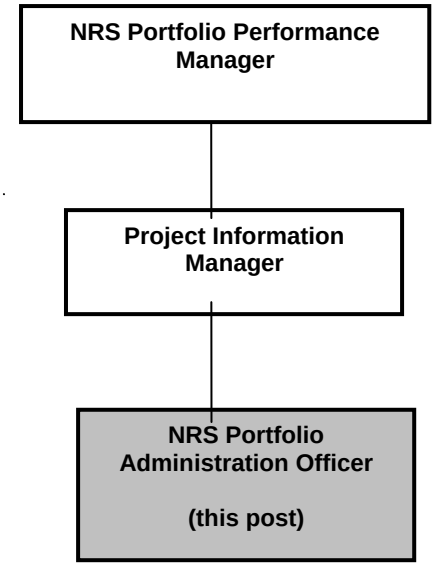
NHS Lothian hosts 6 of the national Specialty Group Leads and 2 of the national Research Champions. Specialty Group Leads and Research Champions are normally NHS consultants or equivalent, hosted by a Scottish Health Board.

Financial responsibility: - ordering of office supplies through PECOS

The NRS Portfolio Support Officer provides administrative support for the Project Information Manager, NRS Portfolio Performance Manager, the SG Clinical Leads and Research Champions hosted within NHS Lothian where the post holder is based.

Around 200-300 studies may be tracked by the post holder in total at any one time and recruitment data for these studies will be reviewed and reported to the CSO monthly.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

** The Academic and Clinical Central Office for Research and Development (ACCORD) is composed of NHS Lothian employees together with research management staff from the University of Edinburgh College of Medicine and Veterinary Medicine and Edinburgh Research and Innovation. These staff are currently co-located within the Queen's Medical Research Institute and work towards a single joint system for clinical research management on behalf of NHS Lothian and the University of Edinburgh.*

***NHS Research Scotland (NRS) is a partnership between the Chief Scientist Office (CSO) and all 11 research active Health Boards in Scotland. Its aim is to develop and implement national policy and to deliver greater efficiency in reviewing, managing and approving multi-centre research through pan-Scotland working. NRS coordinates the review and approval of hundreds of new commercially sponsored research studies every year. The review and negotiation of a new study is allocated by NRS to a lead Health Board who must ensure that the budget and contract are negotiated correctly so that they are acceptable to all Health Boards participating in the study.*

ACCORD provides the following services:

1. Bidding for, managing and reporting on the R&D infrastructure funding received by NHS Lothian from the Scottish Executive Health Department (currently over £10,000,000 per-annum).
2. Implementing Research Governance initiatives and delivering the Local Research Governance Implementation Plan across NHS Lothian.
3. Implementing the NHS Lothian R&D strategy, to inform future development of policy.
4. Keeping up-to-date records of all research activity ongoing within NHS Lothian, liaising closely with support departments to report research activity levels and facilitate their full participation in R&D.
5. Ensuring Investigators and NHS Lothian are fully compliant with all legal responsibilities associated with hosting Clinical Trials, and other clinical research.
6. Facilitating good quality, well managed research; providing support and building systems which encourage a broad and dynamic research culture within NHS Lothian.
7. Facilitating the building and development of regional research networks, encouraging well-governed research collaborations and supporting state-of-the-art clinical research facilities.
8. Managing commercial research, negotiating appropriate contracts with commercial (and non-commercial) partners, administering research income and ensuring financial probity.
9. Identifying, managing and commercialising NHS Lothian Intellectual Property in collaboration with Edinburgh Research and Innovation and Edinburgh BioQuarter.

6. KEY RESULT AREAS

UKCRN Portfolio/SReDA (80%)

1. Assist with the registration of Research studies on the National web based UKCRN Portfolio, and ongoing update of this information based on monthly information from the NHS Lothian Approvals team, End of Trial reports and funding updates.
2. Work with research teams to ensure accuracy of data held on databases by way of quality checking and amending as appropriate.
3. Ensure that study entries on UKCRN Portfolio are updated and consistent with any amendments or changes in SReDA. Ensure that when studies reach the end of recruitment or are complete this is reflected on both the UKCRN and SReDA databases.
4. Work with Researcher team, the Portfolio Performance Manager, the Project Information Manager and National Institutes of Health Research (NIHR) Administrative teams to ensure that all recruitment information is gathered, formatted and uploaded monthly for all active studies in NHS Lothian. This directly informs CSO funding allocations to NHS Lothian.
5. To help promote awareness of and adherence to the UKCRN portfolio and approvals requirements and work with researchers and NHS Lothian R&D team to ensure no research is initiated in the absence of all necessary approvals.
6. Facilitate the preparation of clinical research data for regular reporting to CSO and SG local and national leads, providing accurate information in a timely manner as required.
7. To carry out data review, cleansing and preparation for regular reporting to CSO for research funding to support clinical research within NHS Lothian.
8. Act as a point of contact for researchers/SG leads providing information and answering queries from a variety of individuals/groups, locally and nationally, which will involve making decisions regarding input required from NHS Lothian R&D management.
9. Plan, organise and hold a range of meetings and events including venue and hospitality for workshops/conferences ensuring production of presentation materials and delegate packs as necessary.

General administrative support (20%)

10. Provide a high quality administrative service to the Project Information Manager to ensure efficiency in delivery of service to the researchers and external clients.
11. Draft working instructions for procedures in own areas of responsibility, and review and propose changes, taking into account any problems or issues and changing requirements over time.
12. Work as part of the Portfolio Performance team responsible for regular review of NHS Office Supplies and for placing orders on PECOS.
13. Review Project Information Manager's emails and incoming mail over leave periods and redirect to appropriate personnel as necessary.
14. To support NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.

7a. EQUIPMENT AND MACHINERY

Standard office equipment including:
PC
Telephone
Printer
Scanner.

7b. SYSTEMS

These include:

- MS Office applications/various IT applications
- Filing systems
- E-mail/Internet/Intranet
- United Kingdom Clinical Research Network (UKCRN) Portfolio
- SReDA database and other relevant local databases
- eKSF system for appraisal, personal development plan and objectives

8. ASSIGNMENT AND REVIEW OF WORK

Reporting directly to the Project Information Manager, workload is largely generated by the R&D Portfolio Performance team. Work is managed not supervised, and the postholder must be accountable for own actions. The post necessitates the need to work unsupervised and to prioritise workload as required.

Objectives will be agreed annually with the line manager. The post-holder is responsible for ensuring delivery of those objectives.

Formal review will take place at mid-year and year-end. Updates of objectives and review of progress will also take place through regular one-to-one meetings with the line manager.

9. DECISIONS AND JUDGEMENTS

Required to interpret and register the diverse range of complex medical/clinical research appropriately, ensuring accurate categorisation of research portfolio.

Exercises initiative and makes decisions relating to prioritisation of own workload with an awareness of the overall work programme of the team.

To evaluate issues from a Team or an individual communication, relevant to Research studies or databases, and either find a solution or bring forward options for resolution e.g. identifying inaccuracies in study recruitment information, communicating with relevant researchers and correcting the information or escalating to senior colleagues for advice.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

To be able to multi-task, plan and prioritise work of differing nature despite interruptions, and deliver consistently on regular baseline activities.

To process a diverse range clinical research studies in a timely manner from a minimum of information.

Successful communication with ACCORD staff and researchers, dealing effectively with urgent, unscheduled requests.

11. COMMUNICATIONS AND RELATIONSHIPS

The postholder will:

Provide and receive complex information regarding registration of medicinal/clinical research studies often of a confidential and/or scientific nature. The post holder will often have to follow up and communicate information at various stages to the researchers over the life cycle of the project.

Have close working relationships with the Approvals team, internal and external researchers, the NIHR Co-ordinating Centres, Chief Scientist Office, Higher Education Institute (HEI) partners and other National R&D offices communicating effectively on the subject of Research process, studies and status.

Provide information and be able to prioritise issues for the benefit of Researchers working to tight schedules for deadlines.

Take part and contribute to regular team meetings and discuss the implications of changes, process developments and how best the team can work together.

Interpret written and verbal communications from a variety of sources, from researchers, NHS Lothian/University of Edinburgh departments and NHS Senior Management.

Alert management to any discrepancies or anomalies identified during portfolio update or review process.

Demonstrate effective verbal skills in meetings, one to one interactions and telephone conversations and present the department to its best advantage to external parties, and will have an effective relationship with researchers.

Distribute documents by email and hard copy to other members of ACCORD staff, NHS Research Scotland Permissions Coordinating Centre (NRSPCC), Researchers, HEI partners etc. as needed, and follow through internal and external enquiries.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical Effort:

Speed and accuracy of keyboard skills

Mainly office based sitting for long periods with extended use of VDU and telephone

Mental:

Concentration required for maintenance of accurate records for national databases, seeking out relevant information and maintaining focus on urgent requirements

Regularly required to adjust and re-prioritise work in response to management requests.

Emotional:

Handling of confidential and sensitive information.

Persuading busy research teams to provide information.

Manage time pressures associated with unpredictable work patterns and interruptions

Environmental:

Frequent use of computer/keyboard and other office equipment

Though mainly office based, there is a regular requirement to visit other sites across NHS Lothian and an occasional requirement to travel to other NHS and university sites.

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Essential knowledge, training and experience

Educated to HND level in a business/administrative subject or equivalent experience

Significant relevant administrative and secretarial experience supporting management, preferably in healthcare or related areas.

Excellent communication interpersonal skills, both verbal and written

Self motivated with the ability to work against a background of change and the ability to multitask is crucial [remove reflect in person spec]

Team-working, organisational, time management and multi-tasking strengths

Organisational skills

Knowledge of relevant regulation eg. ICH-GCP and UK Clinical Trials Regulations and the Data Protection and Freedom of Information Act

Knowledge of range of current IT systems e.g. MS Office, web–based databases, Excel, electronic diaries

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each job holder to whom the job description applies.	
Job Holder's Signature:	Date:
Head of Department Signature:	Date: