



## Candidate Information

<b>Position:</b>	Clerical Officer
<b>School/Department:</b>	NI Clinical Research Facility
<b>Reference:</b>	19/107786
<b>Closing Date:</b>	Monday 23 September 2019
<b>Salary:</b>	£24,461 to £28,331 per annum.
<b>Anticipated Interview Date:</b>	Thursday 10 and Friday 11 October 2019
<b>Duration:</b>	5 years

### JOB PURPOSE:

The post holder will provide comprehensive and professional administrative and financial support within the Northern Ireland Clinical Research Facility (NICRF). They will deputise for the Operations Manager. The post holder will be based in NICRF University Floor, Belfast City Hospital. They will support the Operations Manager in ensuring the effective governance and financial management of the NICRF.

### MAJOR DUTIES:

1. Support a confidential administrative and senior secretarial/IT service to the Director of the NICRF including co-ordination of the Director's diary and travel arrangements, liaising with internal staff and external groups as appropriate; composing and producing correspondence in line with the Director's instructions. Ensuring that all papers/documents/information are available for the Director's business and that the Director is briefed/updated on relevant developments.
2. Support Operations Manager for day-to-day financial administration and monitoring of accounts associated within NICRF in line with QUB and external funders to ensure all reporting and financial requirements are met to required standard and on time.
3. Support Operations Manager in development on financial plans and in providing financial/analytical reports.
4. Provide support to Operations Manager/Technician in procurement and management of NICRF assets and consumables to enable successful delivery of clinical trials.
5. Contribute to the development and maintenance of the bespoke databases for the NICRF; e.g CRF Manager a web-based resource management system primarily used for the administration of clinical research studies and other day-to-date aspects of the NICRF management e.g. participant bookings, room scheduling and inventory. Liaising with national platform to support these developments.
6. Support administrative implementation of Health and Safety Requirements. Developing and monitor office systems and procedures (e.g. Health and Safety) ensuring their effectiveness and take necessary steps to update. Advise relevant staff of such new procedures and give any necessary guidance/training.
7. Obtain, from internal and external sources, material and background information to assist the Director and senior management team. Perform analysis and/or evaluation of information, highlighting and prioritising and issues for further investigation. Produce confidential and complex documents using various software packages as required by the Director and Senior Management team e.g. in relation to Facility academic and strategic plans, Human Resource and Financial management data, presentation overheads.
8. Develop and maintain comprehensive, effective and efficient databases and maximise the use of relevant University databases/management information systems, generating management reports as required, e.g. in relation to Facility/PI research, performance data, Facility research activities, financial performance reports (QFIS), HTA administration etc.
9. Monitor the efficiency and effectiveness of office systems and procedures to take necessary steps to update. Advise relevant staff of such new procedures and give any necessary induction/training.
10. Support Operations manager with processes of ensuring that NICRF complies with all UK requirements for ethics/NHS governance and regulatory requirements.
11. Organise and support the work of the NICRF Management Group by organising and servicing committee meetings, preparing and circulating agendas and minutes and compiling action lists ensuring that all actions are followed up.

12. Set up and maintain electronic and manual filing systems in accordance with the University's responsibility to employment legislation, e.g. Data Protection Act, Freedom of Information Act
13. Contribute to reception cover as the first point of contact for visitors to the NICRF. Handle general enquiries from external institutions, University offices, staff, students and the general public. Respond and resolve enquiries and problems, judging when to pass complex queries on to others and to provide an effective service and clear advice to colleagues/students/external bodies.
14. Organise NICRF public events (open days), workshops and seminars which will include liaising with colleagues in other areas of the university, communicating with relevant key personnel e.g. clinicians, service providers, media, guest speakers, caterers etc.
15. Carry out any other duties which are appropriate to the post as may be reasonably requested by the Director.

**Planning and Organising:**

1. Prioritise office workload within a general schedule and forward plan for weeks/events ahead using initiative and discretion when necessary.
2. Organise and support meetings, report launches and co-ordinate the associated arrangements to ensure activities are administered efficiently.
3. Contribute to the planning/organising of the NICRF Business Plan.
4. Plan own work to contribute to the achievement of the NICRF's objectives and maintain and improve efficiency.

**Resource Management Responsibilities:**

1. Administer budgets and take responsibility for ensuring that all transactions are reconciled in accordance with the University's financial procedures.
2. Oversee stocks/stores of equipment and supplies so that resources are available when required linking with other personnel with regard to budget constraints.
3. Assist the Operations Manager with staff supervision and staff training.
4. Assist the Operations Manager with the NICRF purchase card following established university procedures.
5. Monitor accounts, maintaining financial records and highlighting any required corrective actions.
6. Provide input into the resources planning process to help ensure that finances are appropriately and efficiently monitored.

**Internal and External Relationships:**

1. Daily contact with Director, NICRF staff, participants, researchers and other university staff.
2. Liaison with other university offices especially Management Research, Finance and Purchasing, Estates, Health and Safety and the main School Office.
3. Deal with a wide range of staff at all levels throughout the University – calling for tact and diplomacy and involving elements of discussion and negotiation.
4. Link with students, clinicians, media, and other external bodies including NICRF stakeholders, e.g. Ulster University, HSC R&D and five Northern Ireland Health Trusts.
5. Attend internal and external meetings as requested by the Director/Operations Manager to support the standard work of the NICRF.

**ESSENTIAL CRITERIA:**

1. Academic and/or vocational qualifications i.e. NVQ Level 3, A levels in relevant subject (or equivalent).
2. 4 years relevant work experience.
3. Experience supervising, training and mentoring staff.
4. Experience of servicing meetings, to include taking and drafting minutes, preparing reports.
5. Experience of dealing with e-mail and internet.
6. Experience of Financial monitoring.
7. IT literacy and up to date knowledge of relevant computer packages (e.g. Microsoft Office), hardware and information systems.
8. Keyboard skills.
9. Supervisory skills.
10. Ability to respond to challenges and balance competing priorities in a busy research/clinical environment.
11. Good oral and written communication skills.
12. Ability to work as part of a team and assign tasks to others and ensuring work is completed to a high quality and within timelines.
13. Organisational and time management skills and ability to plan and organise short term activities and events.
14. Flexible, willing to adapt to new tasks and duties.

15. Be willing to undertake basic life support training in order to contribute to the Health and Safety requirements of the CRF.
16. Be willing to work, on occasions, outside normal office hours.

**DESIRABLE CRITERIA:**

1. RSA/OCR Stage 2 (Parts 1 and 2) Typewriting/Text Processing/Word Processing.
2. Experience preparing presentations.
3. Experience of acting in a PA capacity.
4. Experience of line management.
5. Experience of working in a research environment.
6. Microsoft PowerPoint and other presentation packages.