Post Details	Last Updated: 15/11/24	
Faculty/Administrative/Service Department	Faculty of Health and Medical Sciences School of Health Sciences	
Job Title	Research Administrator (NIHR Partnership Grant)	
Job Family	Professional Services	**Job Level** 2
Responsible to	Principal Investigator and Project Manager	
Responsible for (Staff)	N/A	

Job Purpose Statement

To provide administrative support service to the NIHR Wellbeing partnership study and Cath Taylor and Jill Maben. To support the effective administrative process and procedures of the project, including coordination and administration relating to project team, advisory group and stakeholder meetings, and other project administrative tasks. To support Cath Taylor and Jill Maben as their PA through diary management, purchase order and expenses and other administrative tasks.

Key Responsibilities

1. Provide PA support to Cath Taylor and Jill Maben including diary management and administrative support.
2. Shared responsibility for providing information to the NIHR Wellbeing partnership study research team, advisors and stakeholder group members, including members of the public and staff experts by experience in an accurate, timely and friendly manner and accountability for the accuracy of the information provided.
3. Organising core project team, wider project team and advisory group meetings, including taking minutes (which will include discussion points and action summaries).
4. Administrative support for the set-up of in-person meetings or events, including communication with attendees, booking venue organising refreshments, payment of travel expenses etc.
5. Providing support to facilitate project outputs (e.g. processing Open Access fees), managing or editing content of study website and maintaining study mailing lists.
6. Financial processing including processing expenses for research team and research participants, making bookings and reservations, and raising purchase orders. Keeping records of expenditure.
7. Making arrangements for visitors to the School, liaising with other University Departments and external bodies as appropriate and ensuring that all arrangements are made in a timely manner.
8. Being an important point of contact for the whole study team, liaising cross universities and NHS organisations including with senior staff and their administrative assistants as needed.

N.B. The above list is not exhaustive.

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by the line manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

> This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.

Planning and Organising

- This post holder has specific responsibility for the provision of administrative services within a clearly defined section of work. Whilst they will operate with minimum daily supervision in terms of the day-to-day planning, organising and performance (to an agreed quality standard and specification) of a range of administrative activities, they will also receive clear guidance from their line manager.

Problem Solving and Decision Making

- To ensure consistency and quality of support delivered across the research team, the post holder will work within well-established documented administrative processes and procedures.
- The post holder is required to maintain records of issues and work with users to ensure resolution is achieved within reasonable timescales. Although the role is covered by standard instructions and procedures/regulations, there may on occasion be some latitude to alter the sequence of procedures, based on varying situations encountered.
- The post holder may occasionally experience more unusual queries or issues, where there is no formal guidance or trouble shooting. In these cases, or situations where issues cannot be resolved in a reasonable timescale, the post holder is required to interpret past precedents and apply their judgement to determine an appropriate course of action or, where resolution is not straightforward, refer the matter to their line manager for guidance/resolution.

Continuous Improvement.

- The post holder is encouraged to make suggestions to minor improvements in working methods, implementing them under the guidance of their line manager, in order to ensure the smooth running of the service they provide.

Accountability

- The post holder might at times be required to deal with particularly sensitive and personal data/information, in terms of transcribing, anonymising and processing data for research purposes. They are therefore expected at all times to exercise their discretion with respect to the confidentiality and sensitivity of the information handled within the department.
- The post holder is responsible for providing excellent customer service on the telephone, via email and in person to the research team, advisory and stakeholder group members, together with any other people or departments they are required to have contact with.

Dimensions of the role

- The post holder has no budgetary or supervisory responsibility.

Supplementary Information

- Given the emotive and highly sensitive nature of this topic, all team members, including administrative staff, will have access to regular supervision with a trained therapist, if this is something they would benefit from.
- There may be scope for the post-holder to contribute to research activities (data collection, data processing, contribution to publications) but this is dependent on the requirements of the research team and that all other administration tasks are completed as a priority.

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships	
Vocational qualifications plus relevant work experience. Or: Learning gained through work experience of several years. Will include short courses and other formal training.	E

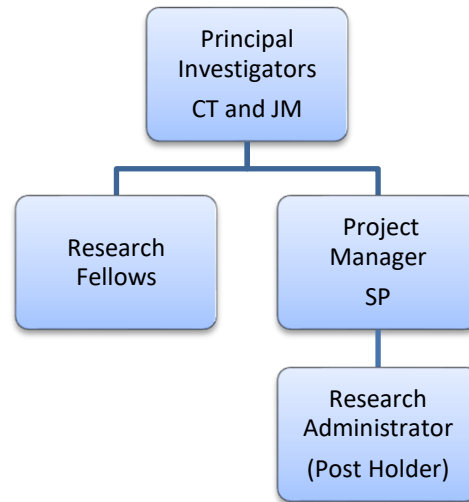| **Technical Competencies (Experience and Knowledge)** This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).	**Essential/ Desirable**	**Level 1-3**
Previous experience in an administrative role	E	2

Familiarity with Microsoft Office, email, internet and databases	E	1
Experience in a customer service environment	E	1
Experience of the Higher Education sector	D	n/a

Special Requirements:	**Essential/ Desirable**
n/a	

Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.	**Level 1-3**

Communication	2
Adaptability / Flexibility	2
Customer/Client service and support	2
Planning and Organising	2
Continuous Improvement	1
Problem Solving and Decision Making Skills	1
Managing and Developing Performance	n/a
Creative and Analytical Thinking	n/a
Influencing, Persuasion and Negotiation Skills	n/a
Strategic Thinking & Leadership	n/a

This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

Organisational/Departmental Information & Key Relationships

Background Information

This role is to provide a full administrative support service for the NIHR Wellbeing partnership study and a PA role to Cath Taylor and Jill Maben. This role will cover the grant period (1 March 2025 – 28 February 2030). Two Research Fellows will be appointed to lead the project at the University of Surrey with two more in years 3-5 and 3 more in our partner Universities (Sheffield and Exeter as well as the Institute of Employment Studies). These colleagues will be supported by input from both an advisory and steering group and a stakeholder group (these groups include relevant clinical, managerial, academic and lay public expertise). A Project Manager has been appointed to oversee the project administration, finance and ethics. The successful candidate will work alongside the co-leads Professors Cath Taylor and Jill Maben and the Project Manager Sarah Papadacis to support the effective administration of the project.

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                    │   Principal     │
                    │  Investigators  │
                    │    CT and JM    │
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      ┌────────┴────────┐         ┌─────────┴────────┐
      │    Research     │         │     Project      │
      │     Fellows     │         │     Manager      │
      │                 │         │       SP         │
      └─────────────────┘         └────────┬─────────┘
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                                  │    Research      │
                                  │  Administrator   │
                                  │  (Post Holder)   │
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Relationships

Internal

- NIHR Wellbeing partnership study research team within School of Health Sciences.

External

- Co-applicant members of the Project Team based at a number of external institutions including the Universities of Exeter, Sheffield and KCL.
- Advisory Group members
- Steering group members
- Stakeholder Group members