

	<b>Last Updated:</b> 12/01/2026		
<b>Job Title</b>	Research Coordinator (Primary Care Network Teams Project)		
<b>Faculty/ Department</b>	Faculty of Health and Medical Sciences School of Biosciences Surrey Health Economics Centre	<b>Legal Entity</b>	University of Surrey
<b>Job Family</b>	Professional Services	<b>Job Level</b>	3
<b>Reports To</b>	Principal Investigator (PI)	<b>Line Manages (role title(s))</b>	N/A

### **Job Statement**

To provide administrative support to the NIHR Primary Care Network (PCN) Teams project, relating to: project team activity; advisory groups and stakeholder meetings; and research administration. The postholder will provide support to the PI and project manager through diary management, financial processes, coordination, liaison and project communication tasks. The post holder will work alongside the research team to support with research timelines, deadlines, reminders and coordination of tasks related to permissions applications for ethical opinions and data-acquisition. The postholder will also work with data collection platforms, data processing and downloading through statistics software, supporting writing up, including collating and circulating drafts across the team for on-going work packages, journal and conference submissions.

### **Key Responsibilities**

1. Provide administrative support to the PI and Project Manager including diary management, communication and coordination across the team and with external contributors, including external organisations across the NHS. This will involve initiating and supporting financial processes, including liaising with collaborators and external panels on financial requirements.
2. Hold shared responsibility for providing information to the NIHR PCN research team, advisors and stakeholder group members, including members of the public and professional experts in an accurate, timely and friendly manner, and accountability for attention to detail and the accuracy of the information provided.
3. Assist the research team members in the setting up and delivery of the research tasks associated with data files and the qualitative data collected within the project. This includes ensuring data phase awareness (for example, cleaned data versus raw data), data processing and appropriate data filing to facilitate access across the team and liaising with external contributors accordingly, such as transcription service providers.
4. Organise core project team, wider project team and advisory group meetings, including taking minutes (which will include discussion points and action summaries). This administrative support will also include the set up of in-person meetings or events, including communication with attendees, booking venues, organising refreshments and payment of travel expenses.
5. Provide support to facilitate project outputs (e.g. processing Open Access fees), managing or editing content of study website and maintaining study mailing lists.
6. Deliver financial processing, including processing expenses for research team and research participants, making bookings and reservations, raising purchase orders and keeping records of expenditure.
7. Make arrangements for visitors, liaising with other University Departments and external bodies as appropriate and ensuring that all arrangements are made in a timely manner while understanding priorities and respecting hierarchy.
8. Be an important point of contact for the whole study team, liaising across universities and NHS organisations, including with senior staff and their administrative assistants as needed.

**N.B. The above list is not exhaustive.**

### **Role Scope and Impact**

**1. Accountability: Describe level of autonomy and decision making**

- The 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 support and clear guidance from their line manager.
- The post holder might at times be required to deal with particularly sensitive and personal data/information, in terms of discussions conducted at meetings, transcribing, anonymising and processing data or opinions provided in the context of the research project. 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.
- The post holder will have and develop an awareness of the multidisciplinary contributors, roles and status, and the implications for type of communication, timing and availability within the context of NIHR project requirements.

**2. Problem solving: Describe complexity and nature of problems handled.**

- 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 will be required to interpret standard precedents that determine how an issue should be tackled.
- 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.
- Being aware, when interacting with external or collaborating organisations, of when PI or project manager guidance is necessary and being able to communicate requirements accurately and appropriately.
- 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
- The post holder is encouraged to make suggestions to 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 and project they support.

**Supplementary Information**

- Some out of hours working may be required occasionally to support all day face to face meetings off campus, for example in London or Bristol, or when working to tight deadlines.
- Depending on skills, there will be scope for the post-holder to contribute to research activities, including data collection and processing, survey design and analysis, and preparation of work for publication as required by the research team.
- The person appointed may be asked to contribute to tasks related to the wider work of the Surrey Health Economics Centre

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

**Qualifications and Professional Memberships**

HNC, A level, NVQ 3, HND level or equivalent with a number of years' relevant experience. Or Broad vocational experience, acquired through a combination of job-related vocational training and considerable on-the-job experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles.

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A first degree or an equivalent professional qualification

D

**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).

Level 1: basic level of understanding/experience and can apply it with guidance.

Level 2: good level of understanding/experience and can apply it with little or no guidance.

Level 3: expert level of understanding/experience and can apply, develop it and guide others.

**Essential/  
Desirable**

**Level  
1-3**

Experience in research administration, ideally in health services

E

3

Knowledge and understanding of research and research systems	E	3
Experience working with data, including data entry, organisation of large data sets and assisting with statistical analysis	E	3£
Understanding of NHS structures and functions	E	3
Familiarity with Microsoft Office, Excel, email, internet and databases	E	3
Experience of the Higher Education or NHS sectors	D	n/a
<b>Special Requirements</b> This may include a Disclosure and Barring Service (DBS) check, regular overseas travel, driving licence, shift work.		<b>Essential/ Desirable</b>
n/a		
<b>Core Competencies</b> 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.		<b>Level 1-3</b>
Communication		2
Adaptability and Flexibility		2
Customer, Client service and support		2
Planning and Organising		2
Continuous Improvement		2
Problem Solving and Decision Making Skills		2
Managing and Developing Performance		n/a
Creative and Analytical Thinking		2
Influencing, Persuasion and Negotiation Skills		n/a
Strategic Thinking and Leadership		n/a
<p>This Job Purpose outlines the core activities of the role. As the Department/Faculty and the post holder evolve, the duties and focus of the role may change. The University expects the post holder to adopt a flexible approach to work, including undertaking relevant training when necessary. If significant changes to the Job Purpose are required, the post holder will be consulted, and the changes will be reflected in a revised Job Purpose.</p> <p><b>All staff are expected to:</b></p> <ul style="list-style-type: none"> <li>Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.</li> <li>Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.</li> <li>Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.</li> <li>Contribute towards broader university initiatives that have a positive impact on student experience, recruitment and campus operations. This may include participation in cross-functional activities such as open days, confirmation and clearing, welcome week, graduation.</li> <li>Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.</li> <li>Undertake such other duties within the scope of the post as may be requested by your Manager.</li> <li>Work supportively with colleagues, operating in a collegiate manner at all times.</li> </ul> <p><b>Help maintain a safe working environment by:</b></p> <ul style="list-style-type: none"> <li>All staff have a statutory responsibility to take reasonable care of themselves and others and to prevent harm by their acts or omissions. All staff are, therefore, required to adhere to the University's Our Safety Policy Statement and associated Procedures.</li> </ul>		
<b>Organisational/Departmental Information &amp; Key Relationships</b>		
<p><b><u>Background Information</u></b></p> <p>This role is primarily to support the successful delivery of the NIHR PCN Teams study. A Project Manager within the research team will have the responsibility to oversee the project timelines, administration, finance and ethics. The post holder will work alongside the project manager and the PI to support the effective administration of the project and timely delivery of the research. The post holder will liaise with the NIHR PCN Teams project research team within the Surrey Health Economics Centre and Department of Mathematics. They will also communicate with members of the Project Team based at external institutions including the University of West of England Bristol; and Bristol, North Somerset and South Gloucestershire Integrated Care Board and Members of the project's Steering Group and Advisory Panels.</p>		

**Department Structure Chart**

