



Suffolk Primary Care

Title: Clinical Research Administrator

Accountable to: Lead SPC Research GP and Managing Director

Purpose of the role:

The purpose of this role is to provide administration support to clinical research activities taking place within and across Suffolk Primary Care.

The aim of the role is to support the Lead SPC Research GP and SPC Research Nurse to optimise recruitment to research projects across all SPC cluster partnership practices through robust monitoring of recruitment and the RSI scheme.

The SPC Research Administrator will work closely with:

- SPC Research Lead GP
- SPC Research Nurse
- Research Locality Manager, SNEE NIHR EoE RRDN
- RRDN Nurses
- R&D Team members
- Wider RRDN Eastern team
- GP Research Champions and Practice Operations Managers at SPC cluster partnership practices
- Lead Principle Investigator for each study
- SPC Central Finance team
- SNEE NIHR EoE RRDN Finance team
- Members of Research Study Teams (University/ Hospital and Commercial)
- ESPCN practice colleagues
- ESPCN project groups
- DPO Team

Principal duties and responsibilities:

- Provide full administrative and secretarial support to the team.
- Take accurate notes and minutes at meetings as required, presenting the minutes in a professional format to given timescales.
- Co-ordinate diary events and arrange meetings using electronic calendar where possible, liaising with external venues, suppliers, caterers as required.
- Co-ordinate monitoring visits for commercial studies, liaising with CRA and other study staff.
- Establish and maintain office systems and administrative procedures to achieve high standards of clerical services, reporting any deficiencies in the Business Support system or areas of concern to the Executive Assistant.
- Receive and deal with incoming telephone calls, taking messages or relaying information as required.
- Receive, screen and sort incoming emails, dealing with correspondence on the team's behalf, including summarising information and advising on priorities/cause of action.
- Receive, screen and sort incoming post, dealing with correspondence on the team's behalf, including summarising information and advising on priorities/cause of action.



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- Draft letters and documents as appropriate which conform with SPC standards in terms of appearance and professional content.
- Undertake word processing of correspondence, documents, forms, agendas and reports.
- Carry out photocopying, faxing and distribution of documents to given timescales where appropriate.
- Create and maintain up to date filing systems – both electronic and paper-based, using the most effective methods.
- Work closely with other staff both within and outside Suffolk Primary Care to maintain effective communication channels to develop efficient processes.
- Maintain Research webpage ensuring current study information is up to date.
- Establish and accurately maintain information systems and financial records.
- Work with Central Finance team to ensure accurate reporting of financial income and spend.
- Work with SNEE NIHR EoE RRDN Finance team to ensure accurate reporting of financial income and spend.
- Review annual NIHR EoE RRDN Primary Care Annual Research Site (RSI) Cluster contract.
- Review individual Research study contracts and Organisation Information Documents working with the NIHR Interactive Costing Template where applicable.
- Maintain RCGP Research Ready Universal Level accreditation for lead SPC Research practice.
- Complete and submit expressions of interest of interest for both Academic and Commercial research studies and provide supporting information as required.
- Complete and submit funding bids.
- Maintain and update practice and study information on EDGE.
- Liaise with SPC Research Lead GP, SPC Research Nurse and GP Research Champions reading GCP refresher training.
- Act as first point of contact for Research study set up activities.
- Act as first point of contact for Research electronic data extract software and attend SPC cluster partnership practices as required.
- Maintain paper and electronic Research study site files and arrange archiving of documents as required.
- Coordinate monthly SAE reporting.
- Attend project group meetings on behalf of SPC Research team as required.
- Liaise with DPO as required.
- Liaise with RRDN and Research study teams when an SPC practice leaves or joins the cluster partnership.
- Multi-task and prioritise work throughout the day, responding to requests as necessary and adjusting work schedules accordingly.
- Undertake specific discrete projects/areas of work as directed.

Administrative support

- Be responsible for ordering and dispatching of stationery, supplies and equipment on behalf of the team.
- Log and process applications for staff for internal and external training, processing forms for payment, and booking places on courses etc.
- Support the team in the achievement of objectives.



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- Contribute to team meetings and participate in formulating plans for continuous service improvement.
- Provide direction and guidance to colleagues when queries arise.
- Participate in the staff appraisal and training programme as required to fulfil the duties of the post.

Confidentiality

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this Job Description, the post-holder will have access to confidential information relating to patients and their carers, staff and other healthcare workers. They may also have access to information relating to the business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business may only be divulged to authorised persons in accordance with SPC policies and procedures relating to confidentiality and the protection of personal and sensitive data

Health & Safety

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in our Health & Safety Policy, to include:

- Using personal security systems within the workplace according to guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified

Equality and Diversity

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with procedures and policies, and current legislation
Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development

The post-holder will participate in any training programme implemented by SPC as part of this employment, such training to include:



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- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work
Monthly training sessions as necessary

Quality

The post-holder will strive to maintain quality, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources

Communication

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly

Contribution to the Implementation of Services

The post-holder will:

- Apply SPC policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate

Equal Opportunities

SPC is an equal opportunities employer and you will be expected to comply with all relevant policies and procedures in this area together with all other policies and procedures as initiated.

Work Visa/ Permits/Leave to Remain

If you are a non-resident of the United Kingdom or European Economic Union, you are required to have a valid work visa and leave to remain in the UK, which is renewed as required. SPC is unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK.



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Code of Conduct

All staff are required to work in accordance with the code of conduct for their professional group (e.g. Nursing and Midwifery Council, Health Professions Council, General Medical Council, NHS Code of Conduct for Senior Managers).

Infection control

It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with and adhere to current policy in relation to the prevention of the spread of infection.

Clinical staff, on entering and leaving clinical areas and between contacts with patients, must apply alcohol gel to their hands and also wash their hands frequently with soap and water. Staff are required to communicate any infection risks to the Infection Control lead.

Complaints

From time to time, complaints may occur, no matter how professional the approach of our staff. All complaints are investigated promptly, and the full co-operation of staff is required. The current guidelines amplify the above points with policies and procedures explained.

Clinical Governance and Risk Management

SPC believes everyone has a role to play in improving and contributing to the quality of care provided to our patients. As an employee of SPC you are expected to take a proactive role in supporting the clinical governance agenda by:

- Taking part in activities for improving quality such as clinical audit
- Identifying and managing risks through incident and near miss reporting and undertaking risk assessments
- Following policies, guidelines and procedures
- Maintaining continued professional development
- Clinical staff making entries into patient health records are required to follow any SPC standards of record keeping

Information Quality Assurance

As an employee of SPC it is expected that you will take due diligence and care in regard to any information collected, recorded, processed or handled by you during the course of your work and that such information is collected, recorded, processed and handled in compliance with SPC requirements and instructions.

Freedom of Information

The post holder should be aware of the responsibility placed on employees under the Freedom of Information Act 2000 and is responsible for helping to ensure that SPC complies with the Act when handling or dealing with any information relating to SPC activity.