

JOB DESCRIPTION
Office Administrator & Communications Coordinator
Vacancy Ref: N1638

Job Title:	Research Design Service Office Administrator and Communications Co-ordinator	Present Grade: 4
Department/College:	NIHR Research Design Service North West, Division of Health Research	
Directly responsible to:	The Information and Communications Manager NIHR Research Design Service North West	
Supervisory responsibility for:	n/a	
Other contacts	<p>Primary Teams: Central Co-ordinating Office of the NIHR Research Design Service North West, Directors of the Service</p> <p>Cumbria and Lancashire Local Advisory Team of the NIHR Research Design Service North West (Lancaster University, University of Central Lancashire and University of Cumbria Academic Staff)</p> <p>Internal: Staff in the Division of Health Research, Faculty of Health and Medicine and University</p> <p>External: External enquirers or callers to the local office service in Cumbria and Lancashire (NHS Staff, Members of the Public), other RDS staff in other local services in Greater Manchester and Merseyside and Cheshire. Local team members in the University of Central Lancashire and University of Cumbria. Other academic / research staff from all universities across the North West. Other Research Design Service staff across the remaining 9 RDSs in England, other NIHR organisations such as funding organisations, commissioning organisations and national communications teams within the NIHR and the Department of Health.</p>	
Major Duties:	<p><u>Central Co-ordinating Office</u> – Assist the regional service working with the Communications Manager, and two regional Co-Directors of the service, and the National RDS Communications Teams in developing, delivering work streams associated with the North West region and National Communications Strategies.</p> <p>Deputise for the RDS Co-ordinator to provide first line response for the regional service, responding to clients requests for research design advice via e-mail, face to face and telephone; process requests for advice across the regional service.</p> <p><u>Local Service – Cumbria and Lancashire Office-</u> To assist with all the running of the local research design service for Cumbria and Lancashire</p>	
1. Enquiry management	<ul style="list-style-type: none"> To receive and assist with responding to initial enquiries, directing them to other members of the local Cumbria and Lancashire Service or deal with enquires on behalf of the Co-ordinating Centre based at Lancaster University and refer across the regional service to partner universities within the North West, as appropriate. To input enquiries onto the Client Advice Tracking System (CATS) Raise issues of client complaints with the Associate Director for Cumbria and Lancashire and or the two Co-Directors of the service as appropriate. 	
2. Applications for advice management	<ul style="list-style-type: none"> To assist with the efficient processing of applications for advice requests for the local service in Cumbria and Lancashire (e.g. logging details into the Client Advice Tracking System (CATS), acknowledging receipt, and forwarding as appropriate) in line with the quality standards and time-scales of the service. To reply to standard mail, e-mail and telephone messages on a daily basis, referring non-standard matters to the Associate Director for the Local Service, front line advisers for the service, or other members of the Central Coordinating Centre. 	

- Deputise for the RDS Co-ordinator in periods of absence to ensure first line response is maintained for clients for the regional service.
 - To communicate to clients/ callers in the appropriate format.
3. **Outreach events/ research clinics**
- To assist local service advisers to make arrangements for outreach events and research clinics taking place off university campus premises e.g. in the NHS. This includes liaising with NHS organisations and meeting facilities to arrange rooms, catering, timetables for research clinic appointments
 - To attend local outreach and promotional events in the local area to promote the Research Design Service to client groups e.g. NHS Trust research conferences and meetings when required.
4. **Provision of admin support for regional workshops and conference events**
- To provide support to the RDS Co-ordinator and Communications Manager in preparing materials for workshops, conference / delegate packs, including supporting the booking service for such events and attend events to provide admin support as required.
5. **Local Service Admin Support**
- Provide support to the Associate Director for the Cumbria and Lancashire local service, including arranging meetings for the local service team/ advisers meetings/ training sessions including arranging the dates, venues and refreshment requirements.
 - Assist in the development of local service meeting agendas
6. **Communications Strategy Support and Co-ordination**
- Assist the Communications Manager to develop and implement the Regional Communications Strategy
 - Take the lead on elements of the communications strategy such as supporting event identification to raise the profile of the RDS, communicate with external organisations to promote the service within the North West.
 - Assist in the writing and editing of newsletters, blogs, and other publications either hard copy or social media content.
 - Assist the Communications Manager and Co-Director (NHS) in the development and implementation of the National RDS Communications Strategy, including organising any national meetings, send communications to the National RDS Communications Working Group supporting the Chair for the working group, with administrative requirements to ensure smooth running of the working group.
 - Take the lead in elements of the national communications strategy as agreed with the national working group e.g. co-ordinate the national annual report, collation of national case studies, liaise with national health and research organisations to keep the RDS profile up to date and also ensure the National RDS website is up to date with information on external useful organisations.
 - Assist the communications manager and the national communications working group to implement the digital agenda through effective use of social media and video journalism as a mechanism to raise the profile of the regional and national RDSs.
7. Co-ordinate travel and accommodation arrangements for RDS staff within the local team and central co-ordinating office.
8. Prepare purchase requisitions, orders, and other paperwork for authorisation;
- progress chasing and dealing with internal and external enquiries;
 - maintenance of accurate financial records on orders made.
9. **General:**
- To order stationery and other supplies for the local service and co-ordinating centre
 - To attend meetings where applicable
10. **Any Other Duties**
- To undertake any other duties, or training and development, appropriate to the grade of the post, as required by the Head of Division, Co-Regional Directors/ Associate Director or nominated representative.