JOB DESCRIPTION

Vacancy Ref: N2769

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Research Design Service Co-ordinator</th>
<th>Present Grade: 5</th>
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<tbody>
<tr>
<td>Department/College:</td>
<td>NIHR Research Design Service NW, Division of Health Research (DHR)</td>
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<td>Directly responsible to:</td>
<td>Regional Director, NIHR Research Design Service North West</td>
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<td>Supervisory responsibility for:</td>
<td>N/a but support for local RDS office administrators x 2</td>
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Other contacts

Primary Team: Central Co-ordinating Office of the NIHR Research Design Service North West, all RDS advisers across the regional footprint.

Internal:
Colleagues in DHR, Faculty of Health and Medicine and University.

External:
External enquirers or callers to the central office service, other RDS staff in other local services in Greater Manchester and Merseyside and Cheshire, Lancashire and South 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.

Major Duties:

Central Co-ordinating Office –
Provide first line response for the regional service, responding to client requests for research design advice via e-mail, telephone and face to face at events; process requests for advice across the regional service. Act as personal assistant to the regional Director.

1) Enquiry Management
- Provide first point of contact for all of the Central Co-ordinating Office, ensuring visitors/telephone calls/emails/general enquiries are dealt with appropriately, managing the main service e-mail account daily to respond to all requests of advice.
- Lead on eligibility checks for the RDS service, triage the request and allocate to the appropriate local team and teams of advisers or direct to individual advisers.
- For non-eligible requests sign post to other appropriate organisations such as the National Ethics Service, Research Governance Organisations and Regulatory Authorities as required.
- Manage all client feedback and complaints initially.

2) Event Management
- Co-ordinate regional/national events supporting the development of research proposals, raising awareness of the service. This work will include: managing the preparation of workshop programmes, booking venues (internal and external), organising speakers and facilitators, preparing customised workshop materials, managing bookings, making practical arrangements (e.g. provision of audio visual equipment, refreshments, etc) and providing administrative support for registration at workshops where appropriate.
- Manage the computerised booking system and work with IT support to maintain any new system including dealing with booking queries.
- Responsible for identifying opportunities for advertising RDS activities and placing advertisements
- Processing payments and refunds; developing and managing appropriate databases on attendees; and producing any other related documents for events.
- Contribute to the production of reports on aspects of the events organised and to the monitoring of numbers of events organised, and attendance numbers and attendee evaluations.
- Check invoices received are correct and monitor costs.

3) Public Involvement Fund Management
• Lead the co-ordination of the regional RDS Public Involvement Fund Scheme, managing the whole process from application, review process, awarding funds, obtaining client feedback.
• Manage the prompt payment of awards.
• Keep all monitoring information up to date for reporting to the Public Involvement Strategic Lead and the Regional Executive team.
• Report on scheme budget allocation.

4) **Public Contributor Expense Payments.**
• Provide advice and guidance on payments of lay expenses and fees.
• Be the first port of call for members of the public in relation to their contracts, fees and payments

5) **Personal Assistance**
• Provide personal assistance to the regional Director
• Support the evaluation of RDS activities including the process of triaging advice requests and event, and support the RDS with:
  • Co-ordinate and service RDS meetings (including Regional Executive Team and Operations team meetings and workstream working group meetings), to include organising dates, booking venues, making all necessary practical arrangements preparation of relevant papers and minute taking when required.
  • Offer proactive development and administrative support in the organisation of RDS initiatives, e.g. administrative support for advice services, conferences, special events etc, liaising with health professionals, client representatives, academics and external organisations, and dealing with bookings, advertising etc.
  • Attending Health Research conferences on behalf of the RDS including presenting a stand and promoting the RDS.
  • Work with the Communications and Information Manager to update and maintain the RDS website.
  • Undertake other administrative tasks including word processing, photocopying, filing, mailings etc for the RDS as required including handling telephone enquiries using initiative to respond or to direct calls appropriately.

6) **Other Duties**
• Produce reports as required on a regular basis as well as produce reports on an ad hoc basis as required by the service. Ensure data is up to date in the regional on-line client advice tracking system (CATS).
• Support other RDS local team administrators by guiding, advising and providing materials for their use at local service level. Lead administrative team meetings as required.
• Undertake any other duties appropriate to the grade as directed by the Head of Division or nominated representative.