

## THE POST

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| <b>College/Service:</b> | <b>College of Medicine &amp; Health</b>      |
| <b>Post:</b>            | <b>Administrator (CTU VitaMIND project)</b>  |
| <b>Reference No:</b>    | <b>P66227</b>                                |
| <b>Grade:</b>           | <b>D</b>                                     |
| <b>Reporting To:</b>    | <b>ExeCTU Operations and Finance Manager</b> |
| <b>Responsible For:</b> | <b>N/A</b>                                   |

The above part-time post is available from 01/03/2019 to 31/07/2021 in the University of Exeter Clinical Trials Unit, College of Medicine and Health.

## Job Description

### Organisational context, reporting line and team:

This role is based at the Clinical Trials Unit within the University of Exeter, College of Medicine and Health which delivers high quality support services that are critical to the research aims of the University. Exeter Clinical Trials Unit (ExeCTU) works in collaboration with researchers and clinicians in the design and delivery of high quality and efficient controlled trials and other well-designed studies addressing important health questions. This role is based within the Clinical Trials Unit, St Luke's campus. The CTU team consists of Data Managers, IT Analysts, Clinical Trial Managers, Statisticians and other Research Methodologists and Health Professionals. This role is managed by the ExeCTU Operations and Finance Manager.

### Main purpose of the job:

This role will mainly support the logistical requirements of the study VitaMIND sending out vitamin D supplements or placebo tablets to VitaMIND trial participants according to their treatment allocation and accurately updating the associated trial records.

### Main duties and accountabilities

1. Develop a thorough working knowledge of subject area and act as a first/ named point of contact for internal and external stakeholders and general enquiries, providing specialist advice and guidance on relevant matters
2. Act as a central information point for subject area; collating, updating, coordinating, managing and promoting relevant information through a variety of media, including website maintenance where required
3. Provide general and specialist administrative support with a full understanding of the relevant subject area.
4. Provide written input into standard and one-off communications for staff and students and ensure such resources are available to stakeholders as required
5. Plan and organise events with guidance and support from managers, generally over a short term period representing the College/ Directorate as required. Provide information for marketing and other purposes. Disseminate communications about events or similar through a range of platforms, ensuring messages are appropriate for the target audience

6. Manage student or other records and undertaking quality checking of data to ensure accuracy, consistency, efficiency and timely delivery
7. Service meetings and committees by providing agendas, minutes, papers, as well as managing logistical arrangements
8. Collate, monitor, analyse and interpret data providing written recommendations and summaries to stakeholders. Proactively identify issues and undertake corrective actions as required
9. Accountability/ responsibility for discrete areas of work, as delegated by your line manager or other senior stakeholders
10. Continuously improving the student experience across the student lifecycle where appropriate to the role, and in support of College/ Directorate objectives. Support new ways of working, training others as required and ensuring a comparable student experience across all campuses and Colleges as relevant to role.
11. Participate in relevant working groups as required, proactively contributing and reporting progress on agreed actions
12. Work collaboratively with stakeholders, undertaking joint decisions on operational matters as required
13. Contribute to the planning and delivery of College/ Directorate strategy, communications plan, annual planning, activity planning or similar
14. Promote and ensure the consistent and correct application of processes, procedures, systems and codes of practice, resolving problems and ensuring compliance with internal and external regulation are adhered to within your area of responsibility. Train other in the correct usage as required.

All role holders at Grade D are expected to:

- Work within a team, and collaboratively within and across teams within the College/ Directorate, proactively identifying improvements and sharing best practice
- Liaise with stakeholders across the organisation, proactively building and developing effective communications and working relationships.
- Support the development of common policies and practice, leading on improvements where delegated
- As an example, you will have responsibility for a project, system, set of procedures, website, event, finance aspect of a College / Directorate, or act in a departmental PA or administrative lead capacity
- Engage in relevant professional and operational networks across the organisation

This job description summarises the main duties and accountabilities of the post and is not comprehensive: the post-holder may be required to undertake other duties of similar level and responsibility.

### **Person Specification**

| <b>Competency</b>          | <b>Essential</b>  | <b>Desirable</b>   |
|----------------------------|---|--|
| Attainments/Qualifications | <ul style="list-style-type: none"> <li>• Educated to A level or equivalent</li> </ul>   | <ul style="list-style-type: none"> <li>• First degree level or equivalent experience</li> <li>• Current GCP certificate</li> </ul> |
| Skills and Understanding   | <ul style="list-style-type: none"> <li>• Ability to communicate effectively in person, in writing and email, and by telephone with a diverse range of people.</li> <li>• Excellent IT skills including proficiency in MS office (especially, Excel, Word and PowerPoint) and web based programmes.</li> <li>• Knowledge of Higher Education, NHS or Clinical Trials Unit systems</li> </ul> |  |

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| Prior Experience            | <ul style="list-style-type: none"> <li>• Recent, relevant administrative experience</li> <li>• Using databases and records systems. Experience in handling complex processes, tracking progress and reporting on outcomes</li> <li>• Delivering an exceptional level of customer service</li> <li>• Effectively handling complex enquiries.</li> <li>• Working independently, including experience in prioritising and meeting deadlines under pressure</li> <li>• Experience working within HE, NHS or CTU environment.</li> </ul>  | <ul style="list-style-type: none"> <li>• Experience in an event management role</li> <li>• Experienced user of SITS</li> <li>• Website maintenance</li> <li>• Working with Je-S, ORE and MyPGR</li> <li>• Identifying areas for process improvement, making recommendations and successfully implementing change</li> </ul> |
| Behavioural Characteristics | <ul style="list-style-type: none"> <li>• Excellent attention to detail and ability to provide accurate information</li> <li>• Ability to present a professional image at all times</li> <li>• Ability to obtain cooperation by developing excellent working relationships with a wide range of people</li> <li>• Ability to contribute to a positive team working culture</li> <li>• Ability to be flexible and deal with frequent interruptions whilst maintaining focus and accuracy</li> <li>• Confidence and ability to work independently with appropriate supervision</li> </ul> | <ul style="list-style-type: none"> <li>• Ability to motivate others</li> </ul>  |
| Circumstances               | <ul style="list-style-type: none"> <li>• Willingness to work outside normal working hours when occasional and reasonable requests are made.</li> </ul>   |   |

### **Informal Enquiries**

Before submitting an application you may wish to discuss the post further by contacting Lynne Quinn, Exeter CTU Operations and Finance Manager, telephone (01392 724931) or email [l.quinn@exeter.ac.uk](mailto:l.quinn@exeter.ac.uk).

### **Terms & Conditions**

Our Terms and Conditions of Employment can be viewed [here](#).

### **Further Information**

Please see our [website](#) for further information on working at the University of Exeter.