

## JOB DESCRIPTION

<b>Job Title</b>	Cost Recovery Administrator
<b>Pay Band</b>	4
<b>Department</b>	Research, Development & Innovation (R, D &I)
<b>Division</b>	Corporate
<b>Reports to</b>	Clinical Trials Manager
<b>Professionally Responsible to</b>	Commercial Research Manager

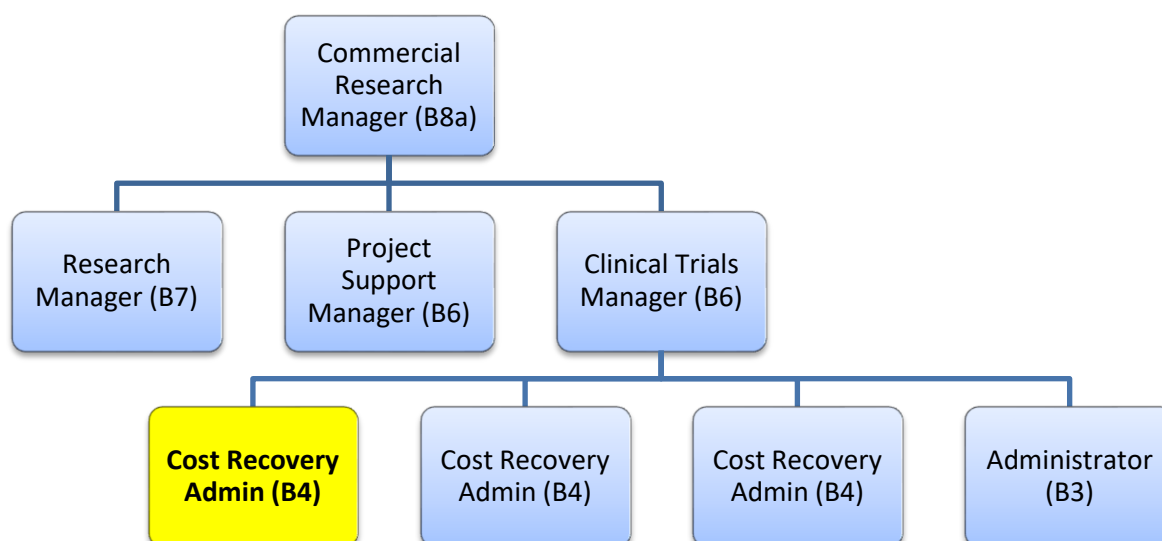
### JOB SUMMARY

The post holder is a key member of the Research Governance Team, taking a lead role in organising, accurately recording, monitoring and scheduling a range of activities to facilitate the opening and invoicing/ financial management of research studies.

Whilst the main focus of the post holder's work will focus on the data gathering, interpretation, analysis and actioning to support clinical trials, the post holder may also provide support to other ongoing workstreams within Research Development & Innovation.

They will act as a representative of the department both internally and externally, providing exceptional customer service.

### TEAM/DEPARTMENT STRUCTURE CHART



### KEY SKILLS

The post holder is required to work on their own initiative on a regular basis and manage their own workload; this will require excellent planning and organisational skills. The post holder must be able to communicate information to a wide range of staff group including consultants and external stakeholders. The post holder is expected to develop a good understanding of research and development tools and techniques.



Using their own judgement the post holder will be able to prioritise their work effectively.

The post holder will liaise with Trust staff including divisional managers, corporate managers, clinical staff and most importantly ensure the needs of patients are met at all times.

The post holder will also be required to assist the research and development team in ensuring that a range of project deliverables are achieved.

#### KEY RESPONSIBILITIES

- 1) Responsible for the production of project work, specifically including Research Accounts and payment schedules; referring complex project planning and project change requests to line manager.
- 2) Record and prioritise project activities on a daily basis, including responding quickly and appropriately to urgent or important issues or queries.
- 3) Prepare, collate and distribute all associated project reports and correspondence.
- 4) Attend project meetings in order to take, produce and circulate minutes. Also follow up on action points agreed during the meeting.
- 5) Responsible for planning and co-ordinating project events, meetings and activities on behalf of the research, development and innovation governance team.
- 6) Responsible for maintaining all project administration and recording systems and documentation, including appropriate version control, ensuring that documents are readily available for use by the team and for audit purposes.
- 7) Responsible for producing service review reports on behalf of the team.
- 8) Ensure documented quality processes are followed and maintained for own area.
- 9) Responsible for providing administration and project management support in the governance team.
- 10) Ensure the smooth running of the governance team work programme, highlighting any issues that require resolution at a higher level.
- 11) To act as the first point of contact, responding appropriately to enquiries to ensure a satisfactory conclusion and excellent customer service.
- 12) Undertake research and development discovery activities, including observational process mapping, staff and patient satisfaction surveys, demand and capacity modelling etc within the governance and research delivery services as required.
- 13) Assist with reviewing and implementing improved work-flow within the governance and research delivery services as required.
- 14) To act as an interface between key stakeholders including consultants and divisional representatives to ensure that the research and development team provides an effective and efficient service.
- 15) Be responsible for maintaining own continuous professional development.



- 16) Be responsible for building and maintaining relationships with all staff and key stakeholders within the area of responsibility, using appropriate communication methods, eg telephone, email/letters, or face to face.
- 17) To assist in undertaking reviews of demand, capacity, process and work-flow when required.
- 18) Ability to produce written reports, process flow charts and presentations using a range of Microsoft Office tools.
- 19) To demonstrate excellent communication skills, which facilitate working in partnership with other teams and with external organisations.
- 20) To be responsible for ensuring that Trust health and safety standards are met at all times, assisting in maintaining the departmental health and safety workbook and ensuring that risk assessments are carried out on an ad-hoc basis when necessary.
- 21) To be responsible for ensuring adherence to the Caldicott and Data Protection principles and re-enforcing the importance of patient confidentiality at all times.
- 22) To undertake duties and development related to computerised information management to meet the changing needs and priorities of the Trust, as determined by your manager and in accordance with the grade of the post.

#### **BUDGETARY AND RESOURCE MANAGEMENT**

Ensure that Trust Standing Financial Instructions are adhered to, highlighting any issues that require resolution at a higher level.

To be responsible for monitoring and maintaining stock levels.

#### **MANAGEMENT , SUPERVISORY, TEACHING, TRAINING RESPONSIBILITIES**

Supporting the training and induction of new and existing staff.

To cross cover colleagues at the same band level during period of annual leave, sickness or staff shortages to ensure a seamless service

Contribute to the R,D&I Training programme as appropriate.

#### **RESEARCH AND DEVELOPMENT**

To demonstrate comprehensive knowledge and skill in the use and analysis of data to assist Research Development & Innovation activities and also when required for weekly and monthly project reporting.

#### **EFFORT -**

##### **Physical Effort**

Frequent requirement to sit in a restricted position e.g. working on PC. Extensive use of VDU to input and import data, extract data, record information. Travel across all sites.

##### **Mental Effort**

Frequent concentration required when producing documentation in relation to projects, reports, etc. e.g. contracts and contract variations, organising meetings, writing reports, servicing meetings.



Multi-tasking essential to carry out several tasks at once.

Carry out daily workload and deal with ongoing projects with interruptions from the telephone and e-mail

Noise levels can be disruptive in an open plan office when responding to telephone calls which may require a change of activity including chasing up researchers regarding on-going issues

### **Emotional Effort**

Exposure to emotional or distressing circumstances is rare

**The post holder will undertake other duties as may be required to achieve the Trust's objectives, commensurate with the grading of the post.**

## **TRUST VISION & VALUES**

### **DO NOT AMEND THIS SECTION**

The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; building healthier lives. Our values apply to every member of staff and help us in all we do and how we do it. They are:

**Kind:** The kindness that people show to each other every day

**Connected:** The connections we build with everyone around us

**Bold:** The ability to be bold in how we think, speak and act

## **ADDITIONAL INFORMATION**

This job description is designed to assist post holders with understanding what is expected of them in their role. University Hospitals Birmingham NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Last Updated: .....



## PERSON SPECIFICATION

<b>JOB TITLE:</b>	
<b>TRAINING, QUALIFICATIONS AND PROFESSIONAL REGISTRATIONS</b>	
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<ul style="list-style-type: none"> <li>• GCSE in Maths and English or equivalent numeracy and literacy</li> <li>• A levels or equivalent of ONC in Business Studies plus experience in undertaking a range of work procedures</li> <li>• NVQ3 with experience in undertaking a range of work procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Finance training</li> <li>• NVQ4</li> </ul>
<b>EXPERIENCE &amp; KNOWLEDGE</b>	
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<ul style="list-style-type: none"> <li>• Evidence of a methodical approach and effective organisational skills</li> <li>• Experience of working with a range of Microsoft Office packages (outlook, excel, word)</li> <li>• Experience of dealing with the Public/ Customer service experience</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to source, research and collate information/data</li> <li>• Prior NHS / Healthcare experience</li> <li>• Prior clinical trials experience</li> <li>• Knowledge of National policies, procedures and initiatives or current issues facing the NHS</li> <li>• Presentation skills</li> <li>• Ability to implement change in a process</li> </ul>
<b>SKILLS &amp; ABILITY</b>	
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<ul style="list-style-type: none"> <li>• Excellent organisational skills and administrative ability</li> <li>• Team player</li> <li>• A proven problem solving ability</li> <li>• IT literate – Intermediate level MS office skills</li> <li>• A proven ability to interpret data</li> <li>• Ability to analyse and report data in a format which is consistent with the needs of the audience</li> </ul>	
<b>OTHER SPECIFIC REQUIREMENT</b>	
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<ul style="list-style-type: none"> <li>• Ability to work under pressure, prioritise workloads and meet tight deadlines</li> <li>• Proactive and able to work on own initiative</li> <li>• Enthusiastic and self-motivated</li> <li>• Ability to demonstrate integrity and common sense</li> <li>• Good communication skills</li> <li>• Team player</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to work across sites , as required.</li> <li>• Adaptable/flexible approach to work</li> </ul>



