

CANDIDATE BRIEF

Business Operations Assistant NIHR Clinical Research Network



Salary: Grade 4 (£19,612 – £22,417 p.a.) plus London weighting

Reference: MHNCC1194

Closing date: 15 November 2019

Fixed-term until 31st March 2022

Business Operations Assistant

NIHR Clinical Research Network Coordinating Centre

Are you a skilled administrator ready for a new challenge? Do you enjoy working in a fast-paced environment, providing valuable administrative support within a professional and supportive team? The Business Operations Assistant role is an integral part of the Corporate Management and Governance team and wider Clinical Research Network Coordinating Centre (CRNCC).

We are looking for a professional and proactive individual to join our Business Operations team. Our Business Operations team provides support to CRNCC for business management, HR administration and purchasing matters. The role provides support across these three areas but may have a specific focus on one or more of these areas for particulate periods of time. You will work flexibly and will be the first point of contact for CRNCC staff for queries, responding to organisational requirements as necessary. On any given day you may be required to assist with technology queries, help with meeting room/venue bookings, assist with HR admin queries and make travel or hotel bookings. The role is very diverse and full training will be given.

The ability to adapt and pick up new information quickly and easily, as well as excellent communication, interpersonal and team working skills are required. You will have strong prioritisation skills, the confidence to deal with demanding situations, and the ability to use their initiative to decide on the best approach to various duties. You will present a responsive, professional image in person, via email and telephone.

NATIONAL INSTITUTE FOR HEALTH RESEARCH

The NIHR Clinical Research Network is a key element of the National Institute for Health Research, which is funded through the Department of Health and Social Care to improve the health and wealth of the nation through research. The NIHR is a large, multi-faceted and nationally distributed organisation. Together, NIHR people, facilities and systems represent the most integrated clinical research system in the world, driving research from bench to bedside for the benefit of patients and the economy.

Since its establishment, the NIHR has transformed research in the NHS and social care. It has increased the volume of applied health and care research for the benefit of patients and the public, driven faster translation of basic science discoveries into tangible benefits for patients



and the economy, and developed and supported the people who conduct and contribute to applied health research.

Further information on the National Institute for Health Research can be found at: www.nihr.ac.uk

What does the role entail?

As a Business Operations Assistant, your main duties will include:

- Ensuring the offices operates to a high standard by supporting the Office Manager and other Corporate Management and Governance Team members;
- Acting as the first point of contact for queries from colleagues;
- Ensuring internal systems are kept up to date such as distribution lists, photo boards, equipment registers, and space allocations, using systems to maintain accurate records and provide management information;
- Managing the starter and leaver processes arranging equipment, access to systems, and software as well as supporting induction for all new staff
- Acting as a central point of contact for all technology related queries and lead the delivery of training to other members of staff;
- Taking responsibility for office consumables such as stationery and catering supplies;
- Managing CRN CC meeting room bookings; booking refreshments and catering, and providing support where necessary;
- Providing health and safety support to the Office Manager, including organising the CRNCC Health and Safety committee and providing secretariat support;
- Providing cover for the Reception on a daily basis;
- Supporting all aspects of recruitment and selection processes within CRNCC including advising on effective recruitment practices and supporting interview panels as appropriate;
- Providing other ad hoc HR support to the CRNCC, answering straightforward queries, signposting, recording sickness and liaising with colleagues in HR;
- Support the Purchasing Team with procuring goods and services in line with organisational processes;
- Making hotel and travel booking for colleagues within CRNCC;

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post



What will you bring to the role?

As a Business Support Assistant, you will have:

- The ability to deliver and work to tight deadlines, with the following attributes: high motivation, efficiency, responsiveness, determination and resilience;
- Demonstrable experience of working in a busy customer service focused environment;
- Excellent communication and interpersonal skills with the ability to build, maintain and develop effective working relationships inside and outside the organisation;
- Excellent attitude to work and a proven willingness to work as part of a collaborative and supportive team;
- The ability to remain calm under pressure and deal with multiple demands;
- Evidence of effective organisational skills including diary management and meeting arrangements;
- The ability to work without direct supervision and using own initiative;
- Evidence of an ability to manage confidential information in an appropriate manner.

You may also have:

- Experience of using Google Hub (i.e. Google Drive, Docs and Sheets)
- Willingness to occasionally travel to other sites;
- Experience of supporting office health and safety delivery;
- Experience of support HR services, in particular recruitment activity;
- Experience of working on a busy customer focused reception.

How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised closing date.

Contact information

To explore the post further or for any queries you may have, please contact:

Tamara Dixon, London Office Manager

Tel: +44 (0)20 3328 6706

Email: T.M.Dixon@leeds.ac.uk



Additional information

Find out more about the [Faculty of Medicine and Health](#)

Find out more about [NIHR Clinical Research Network](#)

Find out more about [Athena Swan the Faculty of Medicine and Health](#)

Working at Leeds

Find out more about the benefits of working at the University and what it's like to live and work in the Leeds area on our [Working at Leeds](#) information page.

Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at disclosure@leeds.ac.uk.

Criminal record information

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

You can find out more about required checks and declarations in our [Criminal Records](#) information page.

