

**RDN COMMUNICATIONS OFFICER  
NIHR RESEARCH DELIVERY NETWORK COORDINATING CENTRE**



**Salary Grade: 5**

**Reporting to: RDN Communications Manager**

**Reference: MHNCC1644**

## **RDN COMMUNICATIONS OFFICER**

**Reports to: RDN Senior Communications Manager**

### **Overview of the Role**

The University of Leeds has been chosen by the UK government to lead the National Institute for Health and Care Research (NIHR) Research Delivery Network Coordinating Centre (RDNCC), and will be joined by 12 new Regional Research Delivery Networks (RRDNs), hosted by NHS organisations across the country to form the NIHR Research Delivery Network (RDN). The new NIHR RDN will operate as one unified organisation across England, balancing regional context, expertise and leadership with national coordination and strategy involving government policymakers. The RDNCC will work across England's health and care system, with staff in all settings, to support the effective and efficient initiation and delivery of research.

You will be responsible for supporting the activities of the RDN Communications function including the online shop, events management, newsletters, and complex meetings. In addition, you will work closely with the NIHR Communications Office.

You will work collaboratively with colleagues within the RDNCC and liaise with other stakeholders as required. You will provide mutual support to colleagues in your team and across the RDNCC and will be positive and flexible in the way you approach your work to support the organisation-wide shift in ways of working and culture through the period of transformation and beyond.

This role requires some national travel.

## **DUTIES AND RESPONSIBILITIES**

### **Common duties and responsibilities for RDNCC Grade 5 roles**

Provide comprehensive support for the effective administration, coordination and delivery of activities and projects within the function in line with organisational policies and priorities.

Work as an effective member of the team, providing support to colleagues, supervising staff and/or overseeing and guiding work of others as required and inputting into the function's plans and objectives.

Working collaboratively and liaising with RDNCC colleagues and stakeholders as required, contributing to discussions and sharing best practice to evaluate team and organisational activities and to support service improvements and the development and improvement of systems and processes.

Make decisions about your own work and respond efficiently and professionally to enquiries or requests for information, using guidance and procedures to resolve problems effectively, knowing when and how to refer to more complex queries.

Demonstrate a positive approach to work in terms of being focussed, flexible, professional, motivated and personally effective.

### **Duties and responsibilities specific to this role**

1. Receiving and dealing promptly with incoming queries, responding or redirecting as appropriate in a polite and professional manner.
2. Support the online shop for communication materials including liaising with internal/external stakeholders.
3. Regularly arranging complex meetings across the organisation including gathering and analysing evaluation and feedback to inform future arrangements.
4. Responsibility for specific communications projects to support the NIHR Research Delivery Network – using and supporting a wide range of NIHR channels including the website, social media channels and newsletters.
5. Responsible for producing the NIHR Research Delivery Network's weekly internal newsletters and supporting tasks associated with the intranet.
6. Liaison with internal stakeholders and external suppliers, provision of appropriate exhibition stands and materials, deliveries and logistics etc.

### **Other duties**

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.

## **KNOWLEDGE, SKILLS AND EXPERIENCE**

### **Essential requirements for RDNCC grade 5 roles**

- The ability to positively support organisational change and transformation programmes in the way you approach your work and to provide mutual support to colleagues.
- Able to work proactively and independently and use your own initiative and to solve problems efficiently and professionally and to decide when to refer to more complex problems.
- Organisation skills with the ability to work flexibly to plan and prioritise work, deliver to deadlines and manage competing demands.
- Interpersonal skills with the ability to work collaboratively and develop and maintain effective working relationships with colleagues and stakeholders
- Written and verbal communication skills with the ability to articulate information clearly and with attention to detail.
- Computer literate, with experience of using word processing and spreadsheet software and the ability to adapt and learn how to use new programmes and systems.

### **Essential requirements specific to this role**

- Excellent writing skills with the ability to use different writing styles for various channels and audiences.
- Demonstrable experience of creating strong communication content using creative software to engage stakeholders across a variety of channels.
- Experience of providing a customer focused approach to communication and handling of queries with excellent written communication skills.
- Proven experience of supporting events and meetings; working collaboratively with internal and external partners.
- The ability to evaluate communications campaigns, events and techniques.

## **Additional information**

### **NIHR Research Delivery Network**

The National Institute for Health and Care Research (NIHR) is funded by the Department of Health and Social Care (DHSC). NIHR works in partnership with the NHS, universities, local government, other research funders, patients and the public. The NIHR funds, enables and delivers world-leading health and social care research that improves people's health and wellbeing and promotes economic growth. NIHR is a major funder of applied health research in low and middle-income countries. Further information on the NIHR can be found at [www.nihr.ac.uk](http://www.nihr.ac.uk).

As part of NIHR, the Research Delivery Network (RDN) supports the effective and efficient initiation and delivery of funded research across the health and care system in England for the benefit of patients, the health and care system and the economy. The scope and purpose of RDN is to support:

- Clinical trials and other well-designed health and social care research studies (including studies that are delivered outside of an NHS setting);
- Public health studies that require the recruitment of individuals within an NHS setting (that is, acute, ambulance, mental health, community or primary care) or an episode of care which involves contact with the NHS.

The whole of England will be supported through 12 NIHR Regional Research Delivery Networks (RRDNs). The RRDNs will work with the national Research Delivery Network Coordinating Centre (RDNCC) to provide a joint RDN leadership function so that the NIHR RDN as a whole functions as a single organisation with a shared vision and purpose across England.

The University of Leeds is the provider of the RDNCC, working with and on behalf of DHSC. The University will be the employer for this role.

### **University of Leeds**

#### **Inclusion**

At the University of Leeds, we are committed to providing a culture of inclusion, respect and equity of opportunity that attracts, supports, and retains the best students and staff from all backgrounds. Whatever role we recruit for we are always striving to increase the diversity of our community, which each individual helps enrich and cultivate.

#### **Information for disabled candidates**

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

## **Criminal record information - Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975**

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.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

## **Salary Requirements of the Skilled Worker Visa Route**

Please note that due to Home Office visa requirements, this role is not suitable for first-time Skilled Worker visa applicants. Information on other visa options is available at: <https://www.gov.uk/browse/visas-immigration/work-visas>.

## **Working at the University of Leeds**

To find out more about the benefits of working at the University and what it is like to live and work in the Leeds area visit our [Working at Leeds](#) information page.