



UNIVERSITY OF LEEDS

**PORTFOLIO ELIGIBILITY OFFICER  
NIHR RESEARCH DELIVERY NETWORK COORDINATING CENTRE**



**Salary Grade: 5**

**Reporting to: Portfolio Eligibility Manager**

**Role ID: J143**

## **PORTFOLIO ELIGIBILITY OFFICER**

**Reports to: Portfolio Eligibility 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). Joined by 12 new Regional Research Delivery Networks (RRDNs), hosted by NHS organisations across the country this forms the NIHR Research Delivery Network (RDN). The NIHR RDN operates as one unified organisation across England, balancing regional context, expertise and leadership with national coordination and strategy involving government policymakers. The RDN works 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 assisting in the operational delivery of the NIHR RDN Portfolio Eligibility Service, the service through which studies are considered for planning and delivery support from the RDN. You will provide the administrative functions required to receive and assess study applications for RDN support and inclusion on the NIHR RDN Portfolio in line with the Department of Health and Social Care Eligibility policy and to communicate decisions to study teams. You will maintain national information systems and produce reports to allow the performance of the Eligibility Service to be monitored and continuously improved. This will include requirements to liaise daily with RDN customers and provide high-quality administrative support in a team environment.

You will work collaboratively with colleagues within the RDN and liaise with other stakeholders as required. You will provide mutual support to colleagues in your team and across the RDN 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 may require 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 directorate 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 the work of others as required and inputting into the directorate's plans and objectives.

Working collaboratively and liaising with RDN 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 focused, flexible, professional, motivated and personally effective.

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

1. Provide the administrative functions required to deliver the Eligibility Service to ensure that the service is executed consistently, in line with the Department of Health and Social Care Eligibility policy, and with a focus on excellent customer service. This will include requirements to liaise with customers and stakeholders and utilise excellent communication skills to advise on the progress of applications and the business processes and systems used for the service.
2. Develop and maintain efficient and effective administrative processes to ensure that study applications for RDN support are received, recorded and validated accurately and decisions are communicated within target timelines. This includes the development and maintenance of reporting mechanisms to monitor the progression of study applications through the Eligibility Service.
3. Assist with the identification, interpretation and resolution of problems which includes using escalation routes to report emerging issues to those providing day-to-day management of the team undertaking the Eligibility Service.
4. Assist with the use of operational process measures and customer feedback to support the delivery of the Study Support Service and continual improvements.
5. Assist any technology or communication system developments to improve service delivery and customer experience, including supporting discussions about change prioritisation and system requirements and user acceptance testing.

6. Coordinate the process through which research funders are assessed for NIHR RDN Non-commercial Partner status.

### **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**

- 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, to use your own initiative and to solve problems efficiently and professionally, and to decide when to escalate 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 in using word processing and spreadsheet software and the ability to adapt and learn how to use new programmes and systems.
- Experience in providing good customer service and/or user support to a variety of stakeholders.
- Experience in information/data management and using data management systems with the ability to collect and collate information and present it clearly and concisely in written and presentational reports.
- Attention to detail, and experience with, implementing policy, standard operating procedures and guidance principles.

## **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 is supported through 12 NIHR Regional Research Delivery Networks (RRDNs). The RRDNs 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.