



**PERSONAL ASSISTANT
NIHR RESEARCH DELIVERY NETWORK COORDINATING CENTRE**



Personal Assistant

Reports to: Operations Coordinator

Overview of the Role

The National Institute for Health and Care Research (NIHR) Research Delivery Network Coordinating Centre (RDNCC) is hosted by the University of Leeds and, alongside 12 Regional Research Delivery Networks (RRDNs) hosted by NHS organisations across the country, forms the NIHR Research Delivery Network (RDN).

As the first point of contact for the Directors you support, you will be responsible for providing a comprehensive PA Service including working with a wide range of stakeholders at all levels, forming effective working relationships and providing first line administrative duties, diary and meetings support. You will have exceptional organisation and coordination skills with the ability to manage complex schedules. Working independently and applying good judgement, you will be expected to take the initiative and make decisions to handle workflow. Good communication skills and a professional manner are key requirements. You will also be expected to provide cross cover as needed to both the wider PA team as well as across the broader remit of the Governance Team.

You will work collaboratively with colleagues within both the RDNCC and wider RDN and liaise with other stakeholders as required. You will provide mutual support to colleagues and will be positive and flexible in the way you approach your work and support organisational change.

This role will be based in the RDNCC office on Queen Street, Leeds. We work in a hybrid way with an expectation that all RDNCC staff spend at least 40% of their time office based for the benefit of all staff to ensure collaboration and positive working relationships. We are also open to discussing other flexible working arrangements.

The University of Leeds hosts the RDNCC which means that all RDNCC staff are employees of the University.

This role may require national travel.



As part of the RDNCC's commitment to inclusion and equity of opportunity, our shortlisting stage is undertaken with names removed from job applications. **Please do not include identifiable information in uploaded documents, file names or free text fields (e.g., names, photos, contact details) other than those specifically requested in the personal details section.**

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 focused, flexible, professional, motivated and personally effective.

Duties and responsibilities specific to this role

1. Overseeing the Director's weekly schedule, including maintaining diary commitments using electronic diary and email (Google), arranging meetings, clarifying arrangements, collecting and collating all supporting paperwork, making travel arrangements for both national and international travel, and processing claims for travel expenses whilst also maintaining accurate records.



2. Organising and supporting a broad range of meetings and events across the UK, both regular and ad hoc, often involving several individuals/groups based throughout the country. This includes compiling agendas, preparing papers, minute taking, distribution of documents, follow up of action points and may require travel to and attendance at different venues across the UK.
3. Ensuring the Directors are fully briefed for meetings, providing briefing notes, checklists, summaries as required.
4. Act as the first point of contact providing an effective interface between the Directors and their internal/external contacts dealing with enquiries on their behalf but knowing when to escalate/seek further advice/guidance.
5. Preparing reports, papers, slides and presentations using PowerPoint.
6. Problem solving day to day issues as well as complex problems that need urgent attention and referral to the relevant person.
7. Providing support to other PAs and to the wider Corporate Management Team to ensure the efficient delivery of key business tasks.

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.

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 the 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

- Significant PA experience supporting a Director or equivalent within a demanding office environment.
- Attention to detail and high standards of accuracy, with the ability to proof-read copy and ensure high quality design layout.
- Extensive experience of Microsoft Office packages and Google Diary Management, coordinating and managing varying and complex schedules of appointments and meetings.
- Evidence of being able to work with a wide range of stakeholders at all levels, forming effective working relationships.
- A proven ability to work with a high level of integrity, discretion and confidentiality.
- A proven track record in servicing groups and committees, including organising meetings; drafting text, producing minutes and following up action points.
- Experience of setting up effective administration systems to support the collection, collation, storage and retrieval of data and information.



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.

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.

Working at Leeds

You will be employed by the University of Leeds with access to the same benefits as all of our staff. You will be based at the RDNCC office on Queen Street, Leeds.



Regular in-person interaction is an expectation of all roles in line with service needs and the requirements of the role and we expect all RDNCC staff to spend at least 40% of their time office based. We are also open to discussing other flexible working arrangements.

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.

University of Leeds

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. We particularly encourage applications from, but not limited to Black, Asian, people who belong to a minority ethnic community; people who identify as LGBT+; and disabled people. Candidates will always be selected based on merit and ability.

Information for disabled candidates

Information for disabled candidates, or candidates with 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

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.

Visa Eligibility

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>

