

**NIHR RESEARCH DELIVERY NETWORK COORDINATING CENTRE
DIGITAL ENGAGEMENT ASSISTANT**



Salary: Grade 4 (£25,448 to £26,942)

DIGITAL ENGAGEMENT ASSISTANT

Reports to: Stakeholder Engagement Manager

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).

The RDNCC 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 provide flexible administrative support to the Digital Engagement team and wider Public Engagement function to enable the organised delivery of the team's activities and services (including Be Part of Research and Join Dementia Research). Typical ongoing activities will include supporting responses to service user queries via a customer contact system, meeting coordination, diary management, note taking and providing support where required to team projects.

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 requires occasional 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 4 roles

- Provide effective administration for, and support the 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 mutual support to colleagues and inputting into the function's plans and objectives.
- Work collaboratively and liaise with RDNCC colleagues and stakeholders as required, contributing to discussions to support service improvements and the development and improvement of systems and processes.
- Act as a point of contact for queries and requests for information, responding efficiently and professionally in line with policy and process, 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. Coordinating and supporting a range of service specific and team meetings including scheduling, agenda development, note taking and action monitoring.
2. Monitoring the service inboxes (through the ServiceNow platform), responding to enquiries, maintaining a bank of responses to common enquiries and triaging enquiries that need input from a senior colleague.
3. Supporting the team with purchases, following specified finance processes and recording team expenditure.
4. Assisting in marketing and promotion activities including by staffing stalls at events related to the digital services.



5. Coordinating the logistics for a range of online and offline events including managing attendee registration, setting up online calls and working with external suppliers to ensure infrastructure requirements are met.
6. Adhering to team and organisational business processes and contributing to the continual improvement of the team's performance by developing recommendations to make processes and ways of working within the team more efficient and effective.

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 4 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 to respond professionally to enquiries and 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 team objectives.
- 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 provide 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

- Experience of providing administrative support to meetings and teams (including calendar management and note taking).
- Experience of providing an excellent customer focused approach to communication and handling of queries



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

This role is not eligible for Skilled Worker visa sponsorship. Information on other visa options is available at: <https://www.gov.uk/browse/visas-immigration/work-visas>

