

**NIHR RESEARCH DELIVERY NETWORK COORDINATING CENTRE
PERSONAL ASSISTANT TO NIHR DIRECTOR OF
COMMUNICATIONS**



Salary: Grade 5

Reference: MHNCC1707

PERSONAL ASSISTANT TO NIHR DIRECTOR OF COMMUNICATIONS

Reports to: NIHR Director of Communications

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.

The National Institute for Health and Care Research (NIHR) is funded through the Department of Health and Social Care (DHSC) to improve the health and wealth of the nation through research. The NIHR is a large, multifaceted and nationally distributed organisation.

You will be responsible for providing Personal Assistant support to the NIHR Director of Communications and also support their most senior direct reports.

You will provide mutual support to colleagues in your team and will be positive and flexible in the way you approach your work. You will work collaboratively with individuals and groups across the NIHR and with external stakeholders in a host of settings.

This role requires some national travel.

The RDNCC is one of a number of contracts through which Department of Health and Social Care (DHSC) research funding is distributed. The DHSC is currently undertaking a tender process to determine where some functions within these contracts will be hosted. It is expected that this role, and others within the same RDNCC function, will need to move to a new employing organisation from the start date of the new DHSC contract (expected to be from April 2027). This change of employment would be managed under a 'TUPE' process.



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. Act as first point of contact, providing an effective interface between the Director of Communications and their internal/external contacts and dealing with enquiries on their behalf but knowing when to escalate/seek further advice/guidance.
2. Oversee the Director of Communications a 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 including keeping accurate records.
3. Manage the Director of Communications inbox, maintaining an organised and timely system, escalating any correspondence requiring urgent action, and supporting prioritisation.
4. Organise and support a broad range of meetings and events, both regular and ad hoc, often involving several individuals / groups based throughout the country. This includes compiling agendas, preparing papers, minute taking and distribution of documents and following up action points.



5. Work with the Director of Communications on the communications team budget, and solve problems that range from day to day issues that require no referral to complex problems which need urgent attention and referral to the relevant person.
6. Prepare slides and presentations using PowerPoint, and reports and papers, in cooperation with and following instruction from the Director of Communications, which may include undertaking appropriate research.
7. Ensuring the Director is fully briefed for meetings, providing briefing notes, checklists, summaries as required.
8. Ensure that work is coordinated and delivered alongside the direction and objectives of the Business Support Team as a whole.
9. Proactively input into Business Support Team meetings to share information specific to their own work area with the wider Business Support Team.

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

- 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.
- 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.



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.

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

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.

