

STUDY PLANNING AND PLACEMENT COORDINATOR NIHR RESEARCH DELIVERY NETWORK COORDINATING CENTRE



Salary: Grade 6 (£33,951 to £39,906 per annum)

Reference: MHNCC1711

STUDY PLANNING AND PLACEMENT COORDINATOR

Reports to: Study Planning and Placement 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 NIHR RDN operates as one unified organisation across England, balancing regional context, expertise and leadership with national coordination and strategy involving government policymakers. 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 be responsible for coordinating planning and placement services to ultimately shape research delivery. As part of these services, you will support customers to seek advice from specialty and settings experts on study deliverability and suitable specialists and facilities needed locally. You will also coordinate national processes to identify and match suitable sites for multi-centre studies by providing relevant and consistent insights from across the RDN, and devolved administrations where applicable. Alongside these services, you will support customers to access and utilise insights from data analysis, population demographics and disease mapping, combined with site capability and capacity information, to help sponsors and investigators plan and place their study.

You will work collaboratively with colleagues within the RDNCC, wider RDN and across the NIHR and liaise with other stakeholders as required. You will support the operational delivery of organisational change, providing mutual support to colleagues and will be positive and flexible in the way you approach your work.

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.

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

This role may require some 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 6 roles

- Support the effective coordination and delivery of activities and projects within the function in line with organisational policies and priorities. Monitoring activities against planned timelines and outcomes, identifying issues that may affect delivery and implementing or recommending solutions.
- Work as an effective member of the team, providing support to colleagues and being involved in recruitment, training and supervision of staff and proactively inputting into the function's service improvement plans and objectives.
- Providing operational support and professional expertise, both within the team and to stakeholders.
- Working collaboratively with RDNCC colleagues, engaging with stakeholders, and actively participating in groups and meetings in order to contribute to discussions, events and opinions to review processes, implement service improvements and support the achievement of operational objectives.
- Make independent decisions about your own work and provide specialist advice and guidance to colleagues and stakeholders to resolve problems and queries and inform decision-making, including analysing and presenting data and management information.
- 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 processes to enable customers to seek advice from the specialty and settings experts on study deliverability and suitable specialists and facilities needed locally.
2. Support sponsors and investigators to identify and match suitable sites for multi-centre studies through coordination of national processes that provide relevant and consistent insights from across the RDN, and devolved administrations where applicable.
3. Support customers to access and apply a range of national tools, insights and data sets to help sponsors and investigators plan and place their study across the health and care system. This will include population demographics and disease mapping alongside site capability and capacity information.
4. Work closely with the wider study support service function colleagues and life sciences industry teams to ensure delivery of a collegiate and consistent, customer-focused service for each study.
5. Develop and maintain effective working relationships with the network of individuals across the RDN, and equivalents in the devolved administrations where necessary, to ensure delivery of a collegiate, consistent and customer-focused service during planning and placement stages of the research pathway.
6. Creation and maintenance of Standard Operating Procedures and/or work instructions to provide a swift, consistent and high quality service to customers. This content will be utilised to maintain wider learning content for colleagues and customers to maximise impact of our support services on the delivery of research.
7. Support the creation of operational process measures and customer feedback that enable trend analysis on Key Performance Indicators for the services, including sharing of insights from the day-to-day service operations.
8. Support any technology or communication system developments to improve the service delivery and therefore customer experience, applying insights from the day-to-day service operations.

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 6 roles

- The ability to positively support organisational change and transformation programmes in the way you approach your work and to provide mutual support and motivation to colleagues.
- A proven ability to work proactively and independently, using own initiative and to solve problems efficiently and professionally.
- 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 in an engaging way to diverse audiences.
- The ability to analyse and present data in a meaningful and engaging way.

Essential requirements specific to this role

- Customer service experience to help customers understand what they need and how to reach the relevant support
- Knowledge of the overall pathway for research planning and conduct within the UK health and social environment, specifically for commercial companies including contract research organisations
- Experience in developing standard operating procedures and work instructions.
- Expertise in use of the analytical tools to understand trends in service usage and delivery to identify areas for improvement.
- Involvement in delivery of projects.
- Understanding of scientific and medical terminology and familiarity with scientific protocols.



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 may only be suitable for first-time Skilled Worker visa applicants if they are eligible for salary concessions. For more information please visit: www.gov.uk/skilled-worker-visa

