

NIHR RESEARCH DELIVERY NETWORK COORDINATING CENTRE PORTFOLIO ELIGIBILITY OFFICER



Salary: Grade 5 (£29,588 to £33,002)

Reference: MHNCC1714

PORTRFOOL ELIGIBILITY OFFICER

Reports to: Portfolio Eligibility 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 administrative support for the operational delivery of the Portfolio Eligibility Service. This service assesses research studies in accordance with the Department of Health and Social Care Eligibility policy to determine their eligibility for inclusion on the NIHR RDN Portfolio and to subsequently receive planning and delivery support from the RDN. This involves providing the administrative functions for receiving and processing study applications, communicating decisions to study teams, and regularly liaising with external customers and stakeholders.

You will have experience in providing excellent customer service and proficiency in using information, data, and data management systems, with the ability to collect, collate, and present information clearly and concisely in written and presentational reports, to support the monitoring and continuous improvement of the Eligibility Service's performance.

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.



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 the 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. 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 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.
3. Develop and maintain reporting mechanisms to monitor the progression of study applications through the Eligibility Service.
4. 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.
5. Assist with the use of operational process measures and customer feedback to support the delivery of the Study Support Service and continual improvements.
6. Assist with any technology or communication system developments to improve service delivery and customer experience, including supporting discussions about change prioritisation, system requirements and user acceptance testing.
7. 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 for RDNCC grade 5 roles

- 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

- 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.

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>

