CANDIDATE BRIEF
Feasibility Coordinator, NIHR Clinical Research Network Coordinating Centre

Salary: Grade 5 (£21,843 – £25,298 per annum pro rata)
Reference: MHNCC1087
Closing date: 23 June 2017
Part time, three days per week (21 hours)
Fixed-term until 31 March 2020
Feasibility Coordinator
NIHR Clinical Research Network Coordinating Centre
Faculty of Medicine & Health

Do you want to help support delivery of healthcare research in the NHS? Are you keen to work in a fast paced, dynamic and innovative research environment? Do you have strong communication skills, customer focus and are able to interact with a range of stakeholders across multiple organisations? Are you able to work efficiently yet conscientiously?

You will be responsible for reviewing online submissions of clinical studies to the National Institute for Health Research (NIHR) Clinical Research Network (CRN) to confirm that the application is complete, valid and eligible for support. You will facilitate the feasibility service provision, escalating where appropriate, and coordinate the responses that go back to the company / study team. This vital role facilitates provision of up to date intelligence to support successful placement of new research and improve healthcare for all.

There will be opportunities to participate and drive project work to refine delivery of our study support service, with a specific focus on feasibility services within the Clinical Research Network. You will have excellent communication skills, be a strong team player and have the ability to work under pressure and to tight deadlines.

The employer for this role will be the University of Leeds.

The role will be based in either Leeds or London.

What does the role entail?

As a Feasibility Coordinator, your main duties will include:

- Day to day facilitation of the CRN’s feasibility business processes to review new submissions for completeness, validity and eligibility and determine which clinical specialty would support each study;
- Responsibility for assessing the eligibility and feasibility of commercial studies with escalation where appropriate;
• Responsibility for handling, responding and fielding phone calls and e-mails from customers within agreed timeframes.
• Assessing customer needs and signposting to the appropriate service;
• Working with the CRN study support service helpdesk to provide a contact point for the life sciences industry, funders and researchers to provide guidance and advice, tailored to their individual needs;
• Gathering and sourcing relevant information to provide specialist input and query resolution;
• Creating, implementing and maintaining mechanisms and systems to track the progress and resolution of requests whilst ensuring service level agreements are being met;
• Efficiently managing and resolving customer complaints i;
• Responsibility for gathering customer feedback when feasibility services have been completed and making recommendations for improvements;
• Developing and maintaining good relationships with customer and stakeholders;
• Generating service performance data from the information systems;
• Presenting and interpreting performance reports on metrics for service performance and complaint handling to the Senior Feasibility Coordinator;
• Proactively contributing to the preparation of standard operating procedures, functional requirements for systems and continuous improvement of business processes;
• Contributing to the development of communication material to inform key stakeholders of how the service operates, the service level agreements and the mechanisms for providing feedback;

Project Work
• Contributing to and supporting a continuous improvement approach to service delivery;
• Leading on discrete projects to ensure continuous improvement of the feasibility service.
• Liaising with relevant key customers and stakeholders of the various national bodies for each project to ensure appropriate consultation, input and buy-in.

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.
The Feasibility Coordinator will report to the Senior Feasibility Coordinator within the Divisional Research Delivery team.

What will you bring to the role?

As a Feasibility Coordinator you will have:

- A good general education (with GCSE English Language at Grade C or above or an equivalent qualification);
- Excellent IT and written skills and demonstrable experience of using Microsoft Office;
- Experience of providing an excellent customer focused approach to communication and handling of queries;
- Knowledge of clinical research in the NHS, non-commercial or life-sciences industry;
- Familiarity with medical and scientific terminology;
- Excellent verbal and written communication skills with the ability to interact with a wide range of professionals and develop good working relationships at all levels of seniority;
- Proven experience of solving problems and customer complaints professionally and in line with agreed standard operating procedures;
- Proven ability to follow standard operating procedures while maintaining a personalised service;
- Evidence of a high level of reliability, accuracy and attention to detail;
- Effective organisational skills with the ability to use own initiative to work flexibly and cope with demanding situations, whilst working efficiently and under pressure;
- Evidence of an ability and willingness to work individually and as part of a team;
- The ability to manage confidential information in an appropriate manner;
- An interest in information and data management systems and a willingness to learn new skills as required.

You may also have:

- Higher education/qualifications in scientific, life-sciences or healthcare related fields;
- Experience of writing procedural documentation;
- Experience of google software, for example, g-mail or google communities.
How to apply

You can apply for this role online; more guidance can be found on our How to Apply information page. Applications should be submitted by 23.59 (UK time) on the advertised closing date.

Contact information

To explore the post further or for any queries you may have, please contact:

Davina Hemmings, Senior Feasibility Coordinator
Tel: +44 (0)113 343 1087
Email: davina.hemmings@nihr.ac.uk

Additional information

Find out more about the Faculty of Medicine and Health.

Find out more about NIHR Clinical Research Network.

Find out more about Study Support Service available for researchers including the life-sciences industry.

Find out more about Athena Swan the Faculty of Medicine and Health.

Working at Leeds
Find out more about the benefits of working at the University and what it's like to live and work in the Leeds area on our Working at Leeds information page.

Candidates with disabilities
Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our Accessibility information page or by getting in touch with us at disclosure@leeds.ac.uk.
Criminal record information

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.

You can find out more about required checks and declarations in our Criminal Records information page.