

Clinical Trial Administrator (Band 4)

Recruitment Profile - This is a summary of the Job Description and Person Specification

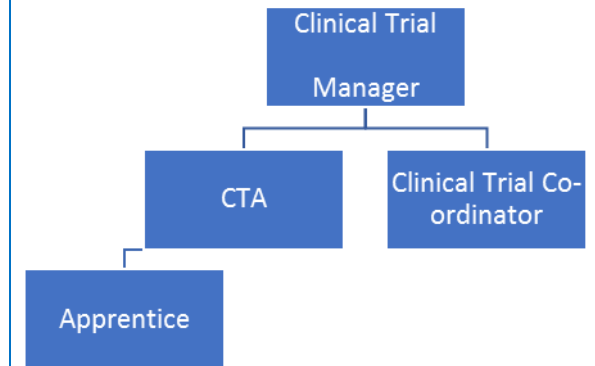
About the Role

You will be working in a fast paced and changing environment to provide comprehensive clinical trial specific administrative support to the clinical trials unit (CTU). Your responsibilities will include:

- Preparing essential clinical trial documents
- Maintaining Trial Master Files and preparing Investigator Site Files
- Preparing and sending study materials to investigator sites
- Tracking and processing payments
- Managing trial supplies
- Arranging meetings and taking minutes
- Planning and facilitating investigator meetings
- Facilitating coordination of ethics, regulatory and research and development (R&D) submissions
- Creating and maintaining study contact lists for study team and sites
- Sending study newsletters to sites
- Dealing with queries and requests from site teams
- General office duties for example photocopying and scanning documents
- Archiving documents

You will be required to undertake occasional travel to any NHSBT sites to meet the requirements of the post (notice will be given)

Organisation Structure



About Us

Our **Core Purpose** is to save and improve lives while demonstrating our values every step of the way

Our **ambition** is to be the best organisation of our type in the world by living our **values** every day

Our **Core Values** are: **Caring** about our donors, their families, our staff and the patients we serve; Being **Expert** in meeting the needs of our external and internal customers and partners; Providing **Quality** products, services and experiences for donors, staff and patients

About You - This section details the personal attributes we require for this role. You will need to demonstrate these throughout the recruitment process

Behaviours and Values

- **Communicating** – Friendly and approachable, able to relate to staff, donors and patients from all backgrounds, promoting NHSBT positively
- **Collaborating** – Know the importance of your own behaviour and body language when communicating and working with others
- **Leading** – Professional in matters of confidentiality, security, integrity, honesty, performance, attendance and appearance
- **Customer focused** – Demonstrate and promote high standards of quality customer care to both internal and external customers
- **Performing** – Able to use and act on feedback from others on your performance and behaviour to increase your own self awareness
- **Innovating** – Consider, suggest and be open to alternative ways of working to make continuous improvements

Experience and Knowledge

- Experience of working in a busy office environment, using office equipment, handling conflicting deadlines and priorities
- Knowledge of medical terminology and Good Clinical Practice Guidelines is desirable
- Knowledge and understanding of the need for confidentiality
- Experience of administrative duties, for example setting-up meetings and taking minutes, running bring forward systems and chasing progress on actions
- Knowledge of Data Protection legislation
- Experience of working with information technology using Microsoft Office packages (Word, Excel and PowerPoint), or equivalent Systems and aptitude to learn new software packages

Skills and Abilities

- Communicate succinctly, clearly and accurately in plain simple English, both verbally and in writing
- Be an effective team member who is able to relate to colleagues at all levels across our large multi-site organisation with tact and diplomacy
- Recognise your own job role boundaries / limits of practice and know when to ask for guidance
- Follow written instructions and ensure the services you provide are in line with standard processes and good practice, showing attention to detail
- Prioritise own workload and take responsibility for delivering results within agreed timescales and standards with changing priorities and pressures
- Use initiative to look out for issues at work, acting quickly and calmly to focus on finding a solution

Qualifications and Training

- Extensive experience in the administration field, equivalent to NVQ level 4 OR hold an NVQ Level 4 qualification
- Minimum of GCSE grade C or above including English and Maths or equivalent qualification eg NVQ Level 2, BTEC level 2
- Information technology certificate, European Computer Driving licence (ECDL) or equivalent experience
- Demonstrates commitment to own continuous learning and development