NIHR | National Institute for Health and Care Research

UNIVERSITY OF LEEDS

NIHR RESEARCH DELIVERY NETWORK COORDINATING CENTRE
Data Support Officer



Salary: Grade 5 (£29,588 to £33,002)

Reference: MHNCC1740

Data Support Officer

Reports to: Data Support Coordinator

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 be responsible for supporting the operational delivery of data entry, integrity and quality across the NIHR RDN portfolio including undertaking, and overseeing data entry and integrity processes and supporting continuous improvement activity across the RDN.

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.

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 of the application form.

We welcome applications from people of all backgrounds and experiences. We are committed to creating a diverse and inclusive workforce and particularly encourage





applications from disabled people and people from diverse ethnic and cultural backgrounds who are currently underrepresented within our workforce. All appointments are made on merit and ability.

We are committed to creating an inclusive workplace where everyone can thrive. This includes fair and inclusive recruitment practices, such as the use of Unconscious Bias Observers during interviews. We also have a number of initiatives that support belonging, wellbeing and equitable opportunities for all colleagues such as avoiding scheduling job interviews or staff events on key dates.

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. Undertake, and oversee, the data entry and integrity processes for NIHR RDN portfolio studies to agreed national processes and timelines.

2. Respond to queries (external or internal) related to the data/processes of the NIHR RDN Portfolio in a timely manner; resolving issues, providing advice and ensuring





that queries related to other RDN functions are signposted appropriately.

3. Support and implement continuous service improvement across the Research Delivery Network, actively contributing to projects/ activities as appropriate.

4. Provide administrative support to facilitate and coordinate the 'On Request' study performance service, implementation of the Terms and Conditions of NIHR RDN support (T&Cs) compliance process, and other research delivery functions as needed

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

- Experience of providing an excellent customer focused approach to handling queries.
- Evidence of a high level of confidentiality, accuracy and attention to detail, particularly
  in relation to the management of data.
- Ability to recognise and adapt to different ways of working and evidence of being able to show flexibility in your approach to your work using initiative and problem solving skills

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.

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

Pre-employment Health Assessment

We aim to ensure that all candidates have the opportunity to disclose any health issues. In accordance with the Equality Act 2010, a pre-employment health assessment via a questionnaire will be sent to candidates following an offer of appointment. We also encourage individuals to meet with a University Occupational Health specialist for advice on any potential workplace adjustments.

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



