RCoA
Royal College of Anaesthetists

Audit & Research Administrator

Directorate: Clinical Quality and Research

Reports to: Research Manager

Grade: 6

1.1   Job purpose

The purpose of this role is to support and contribute to the efficient delivery of national healthcare research projects and other ongoing workstreams within the Research team. This will include administrative work, answering queries on help desk, meeting preparation and minute taking, producing and maintaining databases and registries.

1.2   Key tasks and responsibilities

Administrative Support Duties
- Provide primary administrative support to the RCoA research projects such as the Sprint National Anaesthesia Projects (SNAPs) and Children's Acute Surgical Abdomen Programme (CASAP). This includes day-to-day project delivery and serving as secretary to all committees, sub-groups or meetings relating to the projects, including drafting agendas, minutes and reports, document management, travel arrangements and expenses
- Provide back-up administrative support to the other projects such as the Perioperative Quality Improvement Programme (PQIP) and act as Deputy secretary for committees, when required
- Respond to general enquiries and act as a first point of contact for all assigned projects and other research-related matters
- Develop, maintain and coordinate national registries of designated medical interventions
- Maintain databases for and maintain regular contact with research project stakeholders throughout the duration of each project
- Establish, maintain and coordinate Research Networks, e.g. Airway Leads
- Coordinate the administrative process and provide support to the research clinical leadership and advisors
- Monitor income and expenditure for assigned projects and report any inconsistencies to the Head of Research or Research Manager
- Maintain a working knowledge of ongoing pieces of work within the Research team and provide administrative support to other members, projects and events as and when required in the form of answering emails, updating databases and other tasks as required
- Undertake any other duties, which may be required to develop the infrastructure and ongoing administration of Research team projects
- Organise and coordinate all relevant paper and electronic filing used in the projects
- Coordinate and log responses to all mail (written and electronic), telephone calls and general queries related to the projects and track responses and feedback to queries
- Support administration of other work such as preparation of project annual reports, external reviews, research-related events and other activities
- Responsibility for handing confidential project data and supporting uploads to external platforms

- Work both independently on administration tasks and in conjunction with other members of the Research team
- Assist with the induction of new members into the team

Communications and Customer Service
- Provide first line support to research project data entry web-tool users, including managing all queries, capturing and logging user problems and proactively dealing with user issues
- Provide first line response to external survey submissions and coordinate process for survey assessment, feedback and final publication
- Update, develop and maintain content for research project websites and ensure consistency of information on RCoA and partner websites
- Actively promote assigned projects and other Research team work to staff and members of the RCoA, outside organisations and build working relationships with other national bodies
- Responsibility for stakeholder communication including (e.g. updating project documentation, newsletters)
- Support implementation of the communications strategy for departmental projects.
- Attend and provide support at relevant events and conferences, both internal and external

1.3   Qualifications, skills, knowledge and experience

- Coordination of a designated project or programme of work
- Experience of handling administrative work of a considerable variety and volume and prioritising successfully under pressure
- Committee servicing, including organising, minuting and ownership of actions
- Dealing with confidential data and working within data governance frameworks
- Proven, self-starter and team player who sets and delivers high standards
- Excellent communication and interpersonal skills
- Excellent time management, including ability to work under pressure and to deadlines
- A demonstrable ability to understand, interpret, and simplify complex information from a variety of sources is necessary
- Experience of dealing professionally with a variety of internal and external stakeholders
- Ability to work alone and use initiative, whilst also working closely and as part of a small team
- Excellent communication and interpersonal skills, including the ability to produce internal and external communications on complex issues in simple, jargon-free terms, with experience of document preparation and proofreading
- Able to use standard Windows software and ability to "pick up" bespoke packages (training will be given) and adapt for use
- Professional, conscientious and thorough approach
- Ability to form good working relationships at all levels
- Ability to maintain composure when dealing with various urgent issues simultaneously
- Able to handle challenging people and situations with discretion, tact and diplomacy
- Punctuality and the ability to work flexibly as required, including occasional travel within the UK
- Educated to 'Degree' level or equivalent work experience
- Developed and proven excellent skills in the use of spoken and written English
- Numerate

Desirable

- Experience of working in a healthcare or education environment
- Knowledge and understanding of not-for-profit and research sector organisations
- Knowledge of databases

1.4   Core Competencies

These competencies will help you understand and deliver the high performance required for this role at the College. These performance standards and behaviours will be assessed during the interview process and developed through the appraisal process.

VALUE:	EXPERT
COMPETENCY:	Empathy with the College and its business
DESCRIPTION:	Understands the fundamentals of what the College does, its mission, vision, values and culture. Uses this information to grow and develop the College and its people

Support & Delivery
- Applies knowledge of business to day-to-day activities
- Understands team function and how it fits in overall College
- Develops a team spirit
- Applies a "can do" approach
- Understands impact of own role on wider College functions (and vice versa)

Management
- Applies their professional expertise to the College
- Thinks commercially
- Acts as a College ambassador
- Delegates fully and effectively
- Develops, motivates and engages teams and individuals
- Plans resources effectively
- Leads by example

Strategic Leadership
- Champions key direction and strategy
- Encourages and demonstrates entrepreneurialism and cross-College working
- Encourages a high-performance culture
- Understands impact of external changes on the College

VALUE:	INCLUSIVE
COMPETENCY:	Collaboration and Communication
DESCRIPTION:	Works collaboratively and co-operatively with colleagues to get the job done and responds positively to change. Communicates widely and effectively. Appreciates diversity and equal opportunities for all.

Support & Delivery
- Is a team player, open to others' views
- Adapts communication style to situation
- Keeps others informed and updated
- Willing to give and receive feedback
- Listens and responds effectively
- Values different perspectives

Management
- Communicates effectively and openly, ensuring key messages are cascaded and everyone's views are heard
- Works with peers to influence effectively and consistently
- Deals with conflict between individuals and teams
- Works with partners to enhance the reputation of the College
- Ensures transparency and credibility
- Networks appropriately
- Ensures and enables an inclusive culture

Strategic Leadership
- Articulates a shared vision
- Presents in an engaging manner
- Ensures conflict and risk is mitigated
- Champions diversity and values

VALUE:	POSITIVE
COMPETENCY:	Customer Focus
DESCRIPTION:	Builds relationships with customers by understanding, anticipating and responding to their needs. Takes responsibility to complete work in order to exceed expectations.

Support & Delivery
- Answers phones in a timely way
- Understands customer needs, stresses and pressures
- Understands impact of own actions
- Manages own time
- Meets and exceeds targets
- Does what they say they'll do
- Makes recommendations for improvements

Management
- Future-proofs
- Builds relationships
- Equips others to deal with customers
- Sets targets, ensuring they are met
- Ensures customer is aware of relevant College services and products
- Uses knowledge and expertise to ensure customer satisfaction
- Plans for the future to improve services

Strategic Leadership
- Knows competitors
- Addresses external conflict
- Focusses on the long-term
- Is aware of changes and impact on others
- Overcomes barriers to improvement
- Manages risk

VALUE:	FORWARD-THINKING
COMPETENCY:	Conceptual Flexibility
DESCRIPTION:	Takes the initiative and thinks flexibly and innovatively in order to propose solutions and deal with ambiguity. Builds trust and credibility through self-awareness.

Support & Delivery
- Acknowledges success and failure and learns from them
- Works on own initiative and finds better ways of doing things
- Acknowledges problems and suggests solutions
- Remains open-minded
- Adjusts to changing needs
- Is aware of self and others
- Contributes and adds value to operational plans

Management
- Encourages others to find solutions
- Creates an open forum for innovation

Strategic Leadership
• Approaches issues with fluidity and flexibility
• Makes improvements at a corporate level
• Implements solutions at a strategic level
• Welcomes innovation from colleagues and empowers them
• Challenges the status quo

Above this box (top of page):

• Implements operational plans and manages risks
• Realises when things are going wrong and fixes them
• Maintains personal credibility

VALUE: AMBITIOUS
COMPETENCY: Shared Vision
DESCRIPTION: Acts quickly and decisively, seizing opportunities and adding value.

Support & Delivery
• Sets personal objectives which meet operational and strategic plans
• Adapts to changing priorities
• Analyses problems and resolves them
• Understands the impact of operational plans on own role
• Deals with colleagues fairly and consistently
• Keeps focused in the light of changing priorities
• Sets high personal standards

Management
• Puts operational plans into action
• Isn't afraid to make decisions
• Ensures right people, right time, right place
• Identifies new opportunities

Strategic Leadership
• Defines corporate vision and values
• Handles all matters with sensitivity
• Scans the horizon
• Develops strategy, taking into account all external drivers

Signature: ....

Name: ....

Date: ....