



Royal College of Anaesthetists

Research Project Assistant

Directorate: Clinical Quality and Research

Reports to: Research Manager

Band: A

1.1 Job purpose

This role supports the efficient delivery of national healthcare research projects and other ongoing workstreams within the Research Team. This includes general administration, meeting preparation and note taking, and answering queries.

This role is outward facing, involving liaison with hospital departments, senior clinicians, other key national stakeholders and the public.

1.2 Key tasks and responsibilities

Secretarial and Committee Servicing

- Act as secretary, or deputy to all committees, sub-groups or meetings relating to assigned projects, including drafting agendas and minutes, document management, travel arrangements and expenses

General Administration Support

- Provide administrative support to all assigned research projects
- Respond to general enquiries and act as a first point of contact for all assigned projects and other research-related matters
- Maintain databases for, and maintain regular contact with, research project stakeholders throughout the duration of each project
- Maintain and support research networks
- Organise and provide support to the research clinical leadership and advisors
- Maintain a working knowledge of ongoing pieces of work within the Research Team and provide administrative support to other members, as and when required
- Organise all relevant filing used in the projects
- 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
- Work both independently and in conjunction with other members of the Research Team and wider RCoA
- Undertake any other duties, which may be required to develop the infrastructure and ongoing administration of Research Team projects

Helpdesk and Inbox Management

- Provide high quality, day to day helpdesk and inbox service to research projects as required
- Execute high quality customer service at all times

Communications and Customer Service

- Provide first line support to research project data entry web-tool users, including, capturing and logging user problems and proactively dealing with user issues
- Update, develop and maintain content for research project websites as required
- Provide stakeholder communication including updating project documentation and newsletters
- Attend and operate RCoA stands at relevant events and conferences, both internal and external, virtual and face-to-face

1.3 Qualifications, skills, knowledge and experience

- Experience of handling administrative work of a considerable variety and prioritising successfully
- Experience of supporting designated projects or programme of work
- Experience of organising meetings and note taking
- Experience of dealing with confidential and/or sensitive data
- Proven, self-starter and team player who sets and delivers high standards
- Good communication and interpersonal skills
- Excellent time management, including ability to work under pressure and to deadlines
- Ability to use standard Microsoft software including MS Teams 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
- Friendly and competent manner, both face to face and on the telephone
- Ability to maintain composure when dealing with various urgent issues simultaneously
- Ability to handle challenging people and situations with discretion, tact and diplomacy

Signature:

Name:

Date: