

THE UNIVERSITY OF MANCHESTER  
PARTICULARS OF APPOINTMENT  
FACULTY OF BIOLOGY, MEDICINE & HEALTH  
SCHOOL OF HEALTH SCIENCES  
DIVISION OF PSYCHOLOGY & MENTAL HEALTH  
NCISH ADMINISTRATIVE ASSISTANT (HOMICIDE STUDY)

VACANCY REF: BMH-031002

Salary:	£25,804 - £27,319 per annum dependent on experience
Hours:	35 hours per week
Duration:	Fixed term until September 2026 with possible extension
Location:	Oxford Road, Manchester

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**Enquiries about vacancy shortlisting and interviews:**

Name: Rebecca Lowe

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**The Centre for Mental Health and Safety:**

The post-holder will become a member of the Centre for Mental Health and Safety, which is based in the Jean McFarlane Building on the main Oxford Road campus of The University of Manchester. The Centre brings together a number of projects that aim to inform future mental healthcare policy and service planning including the National Confidential Inquiry into Suicide and Safety in Mental Health (NCISH), the Manchester Self-harm Project (MaSH) and the Health and Justice Research Network (HJRN). It is one of the United Kingdom's foremost research centres in the field of suicidal behaviour and forensic psychiatry. The Director of the Centre is Professor Sir Louis Appleby.

**About the National Confidential Inquiry into Suicide and Safety in Mental Health (NCISH)**

NCISH was established in 1996 at the University of Manchester. NCISH collects detailed clinical information on all suicides and homicides by people who have had contact with mental health services in the year before death. Additionally NCISH runs shorter studies that have developed from the core work of NCISH, as well as a portfolio of additional related data collection and research. Further information is available on our website ([www.manchester.ac.uk/ncish](http://www.manchester.ac.uk/ncish)).

Professor Sir Louis Appleby and Professor Nav Kapur are the Directors of NCISH and Dr Pauline Turnbull is Project Director and Academic Lead.

**Hours and Working Relationships:**

The post is currently funded until September 2026, and is likely to be extended. Line management and supervision will be from the NCISH Administration Manager James Burns. This post is currently primarily office-based in order to access secure NCISH data.

**Overall Purpose of the Job:**

To provide a high standard of essential administrative support for key office /NCISH activities and support to members of the NCISH team. The post holder will have specific responsibility for a number of tasks which will require them to work with established NCISH systems according to strict data collection and management protocols. The post-holder will be expected to deal with queries regarding the NCISH homicide study on a daily basis.

**SPECIFIC RESPONSIBILITIES**

**Provide general administrative support for the homicide research project as directed by the manager/supervisor, ensuring timely and effective delivery of tasks**

- Processing NCISH homicide data including dealing with post, checking in data
- Sending out homicide data and correspondence to NHS trusts and clinicians on a regular basis via NHS Mail and via postal letters
- Responsibility for sending large batches of homicide questionnaires to Consultant Psychiatrists, requiring in-depth knowledge of NCISH Access database and the preparation of documents and reports using database software (Microsoft Word and Access)
- Sending homicide reminder letters to clinicians as required in accordance with strict NCISH reminder protocols
- Act as one of the first points of contact for all telephone/letter enquiries regarding all NCISH studies, providing information, advice and guidance in a courteous, efficient and sensitive manner and ensuring all issues are escalated appropriately when necessary.
- Ability to recognise developing situations that may impact on the efficient operation of NCISH day-to-day processes and to inform line manager where necessary
- Communicating with key stakeholders and health staff e.g. medical records staff, clinical directors and consultant psychiatrists in trusts concerning the collection of information and NCISH processes; knowledge of who best to liaise with to obtain specific information from data providers
- Demonstrating excellent organisational skills, ensuring tasks are prioritised effectively in a busy working environment

- Organising room bookings, AV and catering requirements for meetings, ensuring smooth logistical support for research-related events.
- Providing secretarial/administrative support for key office activities, performing clerical/research duties as required to ensure operational efficiency.
- Working effectively within a team environment, providing support to colleagues and adapting to changing priorities when needed
- Utilising standard IT packages (e.g., Word, Excel, PowerPoint) to assist in the daily functioning of the research office.

### **Research Governance/Regulatory Compliance**

- Acting in accordance with and promoting university and NCISH policies, procedures and requirements at all times, in particular those relating to health and safety, equality, diversity and inclusion and information governance
- Flexible and responsive to the needs of staff (including senior management team) and other stakeholders, offering information and support while ensuring confidentiality is maintained

### **Finance**

- Placing financial orders for goods and services in accordance with financial regulations and procedures e.g. reparation of purchase orders and processing requisitions, orders and receipts on the iProc Oracle financial system whilst bearing accuracy and budget awareness in mind
- Assisting with the organisation of NCISH conferences, including liaising with the University of Manchester's finance team and raising invoices for delegates for in-person events

### **Communicating with key data providers concerning the collection of data/documentation including:**

- NHS mental health trust / health board Medical Directors, Records managers, records office administrators and the medical team responsible for providing patient care, i.e., Consultant Psychiatrists, other mental health care professionals
- Office for National Statistics
- Home Office
- Demonstrating strong written and oral communication skills, providing clear and effective responses to a wide range of people, both internal and external to the university

### **Other Administrative Duties:**

- Providing administrative support for NCISH projects in addition to core research
- Scanning highly confidential reports for storage on NCISH database

**Essential Knowledge, Skills and Experience:**

- Secretarial/administrative experience
- Experience of working with sensitive and confidential health data
- Computer literate with an all-round knowledge of Windows software including Access, Word, Excel, mail merge, the internet and email
- Strong numeracy skills and the ability to identify and resolve issues effectively.
- Excellent accuracy and attention to detail
- Ability to prioritise and organise tasks effectively
- Experience of working in a team environment
- Initiative and the ability to work unsupervised at times
- Flexibility to undertake a number of different administrative tasks and provide support for colleagues when required
- Responsive to enquiries, able to provide information and guidance whilst maintaining confidentiality
- Experience of working to deadlines
- Ability to identify and resolve issues effectively
- Excellent written and verbal communication skills with the ability to deal with a wide range of people
- Ability to follow and adhere to well established data collection and management protocols
- Knowledge of statutory regulations for the processing of personal and confidential data e.g. Data Protection Act, GDPR and Freedom of Information Act, National Data Opt-out

**Desirable Knowledge, Skills and Experience:**

- Experience of working with health records and use of NHS Mail
- Experience of working with large data sets
- Knowledge of procurement processes and financial regulations
- Knowledge of Adobe software
- Knowledge of RedCap and RStudio

**Commitment to University Values:**

As a member of the University of Manchester, you will contribute to the institution's core values of excellence, inclusivity, and respect for all. You will support the university's commitment to providing the best possible experience for students, staff, and stakeholders while upholding the university's policies and promoting a positive working environment.