

**THE UNIVERSITY OF MANCHESTER**  
**PARTICULARS OF APPOINTMENT**  
**FACULTY OF BIOLOGY, MEDICINE & HEALTH**  
**SCHOOL OF HEALTH SCIENCES**

**DIVISION OF POPULATION HEALTH, HEALTH SERVICES RESEARCH AND PRIMARY CARE**

**ADMINISTRATOR / PA (NIHR GREATER MANCHESTER PATIENT SAFETY RESEARCH  
COLLABORATION)**

**VACANCY REF: BMH-022987**

**Salary:** Grade 4 £26,444-£29,605 per annum depending on relevant experience

**Hours:** 35 hours per week (1 FTE)

**Duration:** Fixed Term: Up to 55 months

**Location:** Oxford Road, Manchester

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**Enquiries about the vacancy, shortlisting and interviews:**

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**Introduction to the University of Manchester and the Faculty of Biology, Medicine and Health**

The University of Manchester is the largest single-site university in the UK with around 38,000 students and more than 11,000 staff. We aim to become one of the top 25 research universities in the world and are committed to delivering an outstanding teaching and learning experience; contributing to the social and economic success of local, national and international communities; producing the highest calibre graduates; and developing our staff to be amongst the very best of their peers.

To achieve our ambitious goals we aim to attract and retain the very best people to work across a range of academic disciplines and support functions.

**The Faculty of Biology, Medicine and Health**

The integrated structure of our faculty enables a truly translational approach to biology, medicine and health - from pure discovery science through to clinical application and patient care. It also encourages collaborative working, enabling staff to deliver innovative, world-leading research that has a very real and positive impact on people's lives, as well as high-quality education and training to over 11,000 undergraduate and postgraduate students.

### **Our Strategic Partnerships**

The faculty has established a number of key strategic partnerships that underpin its ambitions to develop ground-breaking research.

Working alongside six local NHS Trusts, the Faculty is a key member of the <https://mft.nhs.uk/withington/research/manchester-academic-health-science-centre-mahsc/> - a federation of equal partners that unites leading healthcare providers with world-class academics and researchers. It aims to be a global centre for the delivery of applied health research and education and provide leadership for our local and regional health systems.

We also play a leading role in <https://healthinnovationmanchester.com/>, which was launched in September 2015, as part of the UK Government's decision to devolve health and social care responsibilities to Greater Manchester. HInM offers a unique opportunity to bring together health and social care, academic and life science related business resources across the region to deliver an innovative health ecosystem that can help accelerate innovation into our local health and social care systems, enhance our global scientific standing and act as a magnet for inward investment.

Key partnerships in the charitable sector include Cancer Research UK; Diabetes UK; and the Wellcome Trust; and the faculty also has research and funding links to a number of commercial organisations including Unilever, AstraZeneca, GlaxoSmithKline and Boots, who help us to bring new drugs and products to the market.

### **Working for the University of Manchester**

The University of Manchester strives to make our community a welcoming, caring and enthusiastic one, fuelling ambition with opportunities and support to help us all achieve our personal and professional goals.

Our diverse job opportunities include an attractive <https://www.staffnet.manchester.ac.uk/people-and-od/benefit/> with family-friendly policies that provide for flexible working. We care deeply about career and personal development, offering a structured induction programme for new staff, an annual performance and development review, staff training for all career stages and mentoring opportunities to support your career development.

We have a genuine commitment to <http://www.manchester.ac.uk/connect/jobs/equality-diversity/awards/> for our staff and students, and are proud to employ a workforce that reflects the diverse community we serve.

As a global institution, situated at the heart of a lively, <http://www.manchester.ac.uk/study/experience/student-life/city/>, we welcome applicants of all nationalities. To help international job applicants plan for life in the UK, we have put together some useful <http://www.staffnet.manchester.ac.uk/employment/joining-the-university/international-staff/> travel to the UK, accommodation and a number of other practical considerations.

### **NIHR Greater Manchester Patient Safety Research Collaboration**

The University of Manchester has been awarded funding to establish the National Institute for Health and Care Research (NIHR) Greater Manchester Patient Safety Research Collaboration (PSRC). Our PSRC will be one of six new collaborations nationally and will, with our university partners in Leicester and Nottingham, address strategic patient safety challenges by developing and testing innovations, approaches, and interventions to improve patient safety. Working in partnership with patients, carers, health and care professionals across Greater Manchester and the East Midlands, the GM PSRC will focus on the following innovative research themes:

1. **Improving Medication Safety.** Optimising medication safety is an important strategic priority for the NHS and an essential component of patient safety practices. Our research will determine the most cost-effective medication safety interventions to enable the NHS to maximise impact with the limited resources available; we will improve computerised decision support to reduce unsafe prescribing; we will further develop and evaluate methods of identifying hazardous prescribing to prevent patients from being exposed to unnecessary harm from medicines. This theme is led by Prof Tony Avery and Prof Darren Ashcroft.
2. **Enhancing Cultures of Safety.** Efforts to develop positive organisational cultures and practices are fundamental to improving patient safety in health and social care. Our research will target the key challenges of 'speaking up about safety' across a diverse health and care workforce, operationalising patient safety across multiple organisations, and organisational responses to the complex and evolving landscape of patient safety regulations and guidance. This theme is led by Prof Natalie Armstrong and Prof Carolyn Tarrant.
3. **Developing Safer Health and Care Systems.** This theme will focus initially on three strategic priorities to tackle health inequalities and improve patient safety across systems of care: 1) acute kidney injury (AKI) affects around 500,000 people in England annually. We will evaluate the potential cost-effectiveness of alternative approaches to reducing the high rates of unplanned hospital readmissions for this vulnerable group with complex needs; 2) We will evaluate the safety impacts of virtual wards for people with long-term conditions in terms of risk management, communication, patient experience and outcomes. We will co-produce interventions for optimising patient safety for remote care, especially for people in underserved communities; 3) To reduce a 20-year disparity in life expectancy, we will evaluate a new national service model for people with Learning Disability and/or Autism (LD&A), leading to the co-design and testing of a Learning Healthcare System. This theme is led by Prof Caroline Sanders and Dr Tom Blakeman.
4. **Preventing Suicide and Self-harm.** We will use our world-leading research expertise in suicide and self-harm to establish what new service developments work best for which patients, and how inequalities in accessing and benefiting from services may be narrowed. We will develop innovative interventions to enhance service delivery and apply them to prevent self-harm and suicides across health and social care systems. This theme will be led by Prof Nav Kapur and Prof Roger Webb.

We are a friendly, multi-disciplinary team, with expertise including behavioural science, social research, health services research, epidemiology, health economics, safety science, digital patient safety solutions, health informatics, intervention development and evaluation.

The Principal Investigator and Director of the Greater Manchester PSRC is Professor Darren Ashcroft. The post will be under the line management of the PSRC Operations Lead. The

contract of employment will be held by, and the post will be located at, The University of Manchester.

This post will provide administrative support for the GM PSRC which includes staff based in the Universities of Manchester, Leicester and Nottingham. The role will be the Administrator / PA to the NIHR Greater Manchester Patient Safety Research Collaboration (GM PSRC) and will provide support in all aspects of research administration and diary management. The post holder will work closely with the GM PSRC Director (Prof Darren Ashcroft), Operations Lead, and will be responsible to the GM PSRC Operations Lead.

**Overall Purpose of the Role:**

The primary aim of this role is to provide comprehensive and proactive PA and administrative support for PSRC staff and activities undertaken in the PSRC. The post-holder will work with and support colleagues across all three sites (Manchester, Leicester and Nottingham). The postholder will also liaise closely with colleagues from our host NHS Trust, the Northern Care Alliance NHS Foundation Trust and the other PSRCs.

This is a dynamic and exciting role and will involve considerable flexibility and the ability to prioritise tasks to deliver administrative support for the PSRC. The postholder's role will be to ensure effective and professional liaison and communication with academic, research, administrative and external customers at all levels, to facilitate the smooth running of day-to-day activities.

**Key Responsibilities, Accountabilities or Duties:**

(which will include some or all of the following and which may be amended in the light of changing priorities)

**PA Support for Senior Divisional Staff:**

Provide comprehensive PA support for a number of professors or members of the PSRC Leadership Team including:

- Managing various complex diaries to ensure appropriate use of time - responsibility for diary management, arranging meetings, appointments, attendance at functions both on and off campus
- Servicing and minute taking of relevant PSRC Meetings and Committees ensuring that necessary papers are available and actions arising are followed up
- Dealing with emails, i.e., identifying urgent issues, initiating appropriate responses etc
- Producing and collating documents and communications including peer reviewed reports on papers, grants, preparation of agendas, minutes, appraisals for academic members of staff, job plans and Performance & Developmental Reviews for academic staff
- Organising travel arrangements via Key Travel - Planning and booking travel within the UK and internationally. Reviewing the available travel options and providing recommendations with consideration to the schedule and requirements of the traveller. Identifying and booking suitable accommodation
- Completing by delegation of expense claims
- Use of the internet to search and retrieve scientific papers using PubMed and the University Library electronic and other resources and assisting with literature searches

- Liaison with external academic colleagues in other organisations and departments, particularly colleagues in the East Midlands, and NHS Staff
- Maintaining and updating academic staff CV and electronic profiles via PURE

#### **Operational Support:**

- Provide administrative support for PSRC staff - proactively distinguishing between issues that require personal attention and others that can be referred to other members of staff or where signposting is appropriate.
- Arranging/assisting with regular meetings within the collaboration, including arranging room booking, catering, circulating agendas, minute taking and following up actions
- Support and prepare for key meetings, including Governance Board, Strategic Advisory Group, Patients Carers Involvement and Engagement (PCIE) Group, Research Leads Group
- Ability to actively engage with these meetings for example, giving regular updates at some of these meetings to, and discussing issues with senior management
- Co-ordination of quarterly theme/project reporting forms for the PSRC (requesting updated project forms from researchers, collating returned forms, sending them to director and operations lead for review, updating the reviewed forms with feedback provided and sending out completed forms back to researchers
- Booking of travel and/or accommodation via Key Travel
- Planning and organisation of PSRC events ie. symposia, all staff and student meetings, PSRC Network activities
- Arrangement of all aspects of conference/seminar organisation, including arranging speakers, travel, accommodation, refreshments, presentation preparation and related expenditure
- Arrangement of teleconferencing and zoom/teams facilities for meetings
- Arrangement of courier services with reception staff
- Arranging programmes for PSRC visitors
- Maintenance of staff lists and e-mail distribution lists
- Work with the communications manager and UoM website team to maintain PSRC website
- Work with communications manager to ensure bulletins / newsletters are issued
- Proactively manage and develop PSRC social media accounts (eg. twitter, Facebook, LinkedIn)
- Provide administrative support for PSRC Network activities

#### **Human Relations (HR) Support:**

- Provide HR - proactively distinguishing between issues that require personal attention and others that can be referred to other members of staff or where signposting is appropriate. Act as liaison between the PSRC and HR Services for ensuring necessary paperwork is completed and processed accordingly, including via JobTrain
- Administer JobTrain (eRecruitment system) during the selection process

- Ensuring that shortlisting and interview panels are appropriately constituted and organised
- Notify necessary departments of the arrival of new members of staff (i.e. reception, IT, estates)
- To assist academic staff with the management of honorary and visiting scientist appointments
- Support the process for the employment of casual or visiting staff, ensuring the correct procedures and paperwork are in place, as directed by Human Resources
- Administrative support for recruitment of staff, invitation to interview letters and reference requests etc.
- Compile and distribute welcome packs for new starters, and exit checklists for leavers to ensure good governance
- Assist with induction of new members of staff

**Finance Support:**

- Provide finance support for PSRC staff - proactively distinguishing between issues that require personal attention and others that can be referred to other members of staff or where signposting is appropriate
- Assist with the management and expenditure from a range of project and GL codes, liaising with the relevant School Finance Office as necessary, ensuring that information is provided in a timely fashion
- RBS Card holder (if necessary), completing credit card payment forms and processing transactions online
- Support PSRC Operations Lead in monitoring financial transactions ensuring that all fees and expenses claims, purchase orders and invoices and any other financial transactions are complete. Ensure that working knowledge in relation to these tasks is up to date and support the PSRC Operations Lead in the financial year end activities, including attendance at financial meetings when required
- Arranging conference registrations
- Completing other financial forms including credit card payment forms and one-off payment forms
- Ordering of goods or services via iProc. - investigation and resolving of ordering issues/chasing orders/returns
- Ordering and managing administration of e-vouchers
- Processing and administration of PSRC fee and expense claim forms. Taking ownership for resolving all queries relating to fee and expense claims
- Procurement of IT equipment, software, furniture etc
- Raising of invoices and or sponsorship of external customers/exhibitors/etc
- Ensuring that the correct NIHR statements and funding acknowledgements are included in publications when requests for open access fees are received
- Maintaining logs of all PSRC outputs (ie. research activity register, log of expenses claims, publications log) to support external reporting

**General:**

- Have an understanding of and commitment to promote the University's policies and procedures to support and promote Equality & Diversity
- Maintain appropriate filing systems and to maintain confidentiality of information in line with data protection requirements and University policy
- To comply with Health and Safety requirements, including having an awareness of personal responsibilities to maintain a safe working environment
- To contribute to the University's agenda for social responsibility, including sustainability
- Any other duties as designated by the PSRC Operations Lead and/or Director
- In all of the above acting proactively and exercising judgement and providing work output to a high standard and acting with the utmost professionalism, discretion, and ensuring confidentiality

**PERSON SPECIFICATION:**

**Essential Skills and Experience:**

- Knowledge and experience of providing effective PA support, including diary management
- Experience in the provision of [role specific] information and guidance to managers, staff and students
- Experience of the organisation and smooth running of events
- Excellent communication skills (written and oral), demonstrating an ability to deal with a wide range of people, ensuring all communications are professional and appropriate to the audience.
- Flexible and responsive to customer needs and able to provide information, advice and guidance whilst maintaining confidentiality
- Excellent organisational skills, ability to prioritise a variety of work activities in a busy environment and meet strict deadlines
- Experience of working in a team environment within a large organisation, demonstrating an ability to be flexible and provide support for colleagues
- Demonstrates a high level of accuracy and attention to detail
- Demonstrates numeracy, analytical and problem-solving skills with the ability to identify and resolve issues effectively
- Excellent computer skills including use of Microsoft office (word, excel, powerpoint).
- Able to supervise staff and coordinate work activities
- Demonstrable commitment to the University's and PSRC strategy, vision and values

**Desirable Skills and Experience:**

- Experience of managing heavily formatted data (e.g. in databases, database driven on-line applications or large spreadsheets)
- Working knowledge of Oracle/iProc/Discoverer/Key Travel/JobTrain/CMS (Website tool) and Pure
- Experience of developing and/or updating websites
- Experience of designing documents (ie. Newsletters, conference brochures) using in-design

**Expectations and Success Factors:**

- To be a proactive team member and treat all colleagues and students with respect in accordance with the established PSS Behaviours
- To be willing to work across organisational boundaries
- To seek new knowledge and share ideas
- To be open and responsive to change and innovation