

**Post Vacancy: Administrative Officer**

**Responsible to: Deputy Chief Executive**

**Responsible for: N/A**

**Salary: £19,000 to £21,000 dependent upon experience**

**Contract: Fixed Term for 3 years**

**FTE: Full time (based on a 40-hour working week)**

### Background Information

[The Northern Health Science Alliance](#) (NHSa) was established in 2011 and acts as a front door to the North of England's health research system, working for a healthier, wealthier region. As a partnership established by the leading universities, NHS Hospital Trusts and all four Academic Health Science Networks in the North of England, the NHSa acts as an advocate for, and provides a portal to, its internationally recognised health science excellence.

The NHSa has enjoyed significant success in creating opportunity and value for its member organisations and currently counts 24 constituent organisations, which include 10 research-intensive universities, 10 research-active NHS trusts and the four Northern Academic Health Science Networks. By bringing the Alliance together it has been able to leverage individual organisational strengths and capabilities for greater impact, raising the profile of health science in the North of England, attracting research funding from traditional and non-traditional sources, and contributing to better patient outcomes in its regions.

In 2019, the NHSa in collaboration with our sister health and life sciences cluster, [MedCity](#), was awarded £4.5m by [Research England](#) to foster economic growth and help speed up the development of health innovations to the public. As part of this programme, over the next three years the NHSa will focus on strengthening links across the life science clusters in the UK; delivering against the Industrial Strategy and championing the UK's life sciences offer internationally to attract investment into the sector. This role will play a key role in supporting the achievement of these aims.

## **Guiding Principles of our Organisation and the Role:**

Whilst the successful applicant will have the title of 'Administrative Officer', we are looking for an 'all-rounder' who understands the necessity for teamwork and the importance of rolling up their sleeves to assist in all areas of our activity whenever they are needed. The day to day activity outlined below should be viewed as a guide only, and the successful applicant can expect their role to be diverse with no two days being the same.

## **Job Description**

### **Main Purpose of the Role:**

With a unique blend of external and internal facing duties, this role represents an exciting and dynamic opportunity to significantly develop the NHSA's operational capabilities in all aspects of our core activity. The Administrative Officer's role is defined by four primary responsibilities: communication, coordination, completing daily administrative tasks, and supporting the Executive Team with long-term planning; to ensure certainty that everything we do is conducted in accordance with our organisation's standards

You will work 'agilely' from a home base, but you will be connected via an innovative Microsoft virtual platform called 'Teams' making it easy for regular contact with your line manager and the rest of the team. We know that first impressions count, and we pride ourselves on the professionalism and effectiveness of our interactions; so you must possess excellent inter-personal skills and be highly professional in all your communications, both internal and external. You must also be proficient in writing and creating documents to a professional standard and having the ability to work in a fast-paced environment with strong attention to detail is essential. Your role will require you to provide administrative support not only to the Executive team but also to Programme Leads including Corporate Engagement, Communications and Cluster Development. You will be fully engaged and busy from day one and we guarantee there will never be a dull moment. Ultimately, you will be capable of ensuring our administrative activities run smoothly on a daily and long-term basis.

The role-holder will also need to demonstrate an ability in terms of administrative skills, with credibility, dynamism, energy, resilience, emotional intelligence plus an ability to successfully manage competing demands on time and resource. The ability to ask for help when you need it is crucial in order to manage competing demands on your time and, most importantly, to not favour one constituent member of the Alliance over another in order to maintain the 'honest broker' credibility that the NHSA has fostered.

Ideally based in the North of England, there will be some regional and national travel involved in successfully carrying out the role coupled with occasional unsociable hours - all of which is expected to be managed through a flexible working arrangement.

Over the next three years this role-holder will directly report to the Deputy Chief Executive and support the wider NHSA team in the administrative aspects of our delivery. The role-holder will play a pivotal role in our organisation, key activity will include but not be limited to:

#### **Internal Facing:**

- Providing dedicated administrative support to the Executive Team and Programme Leads with regard to day to day operational matters
- Answering external email communications and phone calls and dealing with enquiries in a timely and professional manner
- Daily use of Microsoft Teams as a platform of communication with your fellow team members and a mechanism for sharing documents and collaborating in the writing of documents and reports
- Maintaining your own diary and managing the diary requirements of other team members
- Providing dedicated support to finance system management, project management and monitoring of GDPR compliance
- Creating and preparing documents, minutes of meetings, agendas for meetings and reports as and when required.
- Preparing and circulating documents for comment (e.g. consultation papers, draft reports), collating responses and preparing the final documentation.
- Planning and preparing documents for the NHSA face to face and virtual team meetings
- Providing cover for the Executive Assistant during any period of absence

#### **External Facing:**

- Answering external email communications and phone calls and managing responses in a timely and professional manner
- Maintaining the reputation and profile of the NHSA, in all external activity
- Coordinating and planning external meetings on behalf of the Executive Team and Programme Leads (using applications such as Doodle Poll), including diary management and liaising with attendees
- Accompanying the Executive Team and/or Programme Leads, as and when required when they attend external meetings, for the purpose of note-taking and creating minutes
- Promoting the NHSA and its members by sharing social media posts

- Maintain key relationships with regional, national and international health and life sciences stakeholders and partners across all aspects of our activity

### Person Specification:

E: Essential, D: Desirable

Qualifications		Evidence
Appropriate qualification(s)	E	CV
Degree educated	D	CV
Knowledge, Skills and Experience		
Proven employment record of working within a complex environment, ideally with multi-stakeholders and/or trans-sector.	E	Personal Statement and CV
Ability to juggle multiple tasks with superb accuracy (see internal and external duties).	E	Interview
Experienced administrative skills and working knowledge of MS Office (MS Excel, MS Word and MS PowerPoint, specifically) to create professional minutes, documents and reports (e.g. for meetings and drafting presentations for Executive Team)	E	Personal Statement
Collating and analysing fairly complex information or data, submitting results in a written report.	E	Personal Statement
Understanding of GDPR compliance related to <b>The Data Protection Act 2018</b> and support to monitor ongoing compliance. / If no previous experience, the willingness to undertake training.	D/E	Personal Statement and Interview
Assisting with finance systems, budget preparation and control, if required.	D	Personal Statement
Ability as a strong self-starter to work autonomously, with minimal supervision and bags of enthusiasm	E	Interview
Knowledge of the North of England geography; its cities and collective culture.	E	Personal Statement
Ability to balance the demanding and sometimes conflicting expectations of our constituent members, and the ability to not prioritise one constituent member organisation over another therefore ensuring equity and trust across the membership.	E	Interview
Attention to detail, with exceptional inter-personal, written (grammar and spelling) and verbal skills, over the phone and via email communication, with our internal core team and our external colleagues and stakeholders alike. The NHSA prides itself on our professionalism in all our interactions, and this role will regularly act as a first point of contact.	E	Interview
Ability to to juggle competing demands on your time, maintain close contact with your line manager to liaise over prioritisation of tasks and activity, know when to ask for help as you manage a complex and demanding workload.	E	Interview
Ability to maintain electronic files in a diligent, systematic and sometimes confidential manner, and swiftly access information in a timely manner when	E	Interview

required.		
An understanding in terms of the way in which the constituent sectors of the NHSA sit alongside each other, interact and often dove-tail.	D	Personal Statement
Ability to manage multiple parties, confidently, for the purpose of scheduling meetings and/or video/teleconferences.	E	Interview
Strong sense of urgency, ability to flex to meet competing deadlines and problem-solving skills.	E	Interview
Willingness to travel, regional and national, to accompany the Executive Team and Programme Leads to meetings and/or events as and when needed, for the purpose of taking notes, minutes or event support as per purpose of the meeting or event.	E	Interview
<b>Attributes and Behaviours</b>		
Resourceful and trustworthy, with an ability to 'think outside of the box' in terms of problem solving.	E	Interview
Energetic and dynamic with a demonstrable passion to uphold and champion the NHSA's vision and mission to a variety of audiences.	E	Interview
Emotionally intelligent communication in all formats; with colleagues, Alliance members and stakeholders of all levels and backgrounds.	E	Personal Statement and Interview
Demonstrate perception and discretion in all interactions.	E	Interview

**A word about Confidentiality and Data Protection:** The NHSA takes its responsibilities very seriously, and the role-holder must maintain the confidentiality of sensitive information about staff and any other personal information and meet the requirements of the Data Protection Act (2018) at all times. The role-holder must comply with all NHSA policies and procedures at all times.