

Job description and selection criteria

Job title	Clinical Trials Receptionist and Administrator
Division	Medical Sciences
Department	Paediatrics
Location	Oxford Vaccine Group, Centre for Clinical Vaccinology and Tropical Medicine, Churchill Hospital, Oxford
Grade and salary	Grade 4: £25,138 - £28,759 per annum (with a discretionary range to £31,396 per annum)
Hours	Full time (36.5 hours)
Contract type	Fixed-term (12 months in the first instance, with potential for extension)
Reporting to	Jack Howes, Clinical Trials Coordinator
Vacancy reference	169872
Additional information	<i>Applications are to be made online, please see the advert for the closing date.</i>

The role

The Clinical Trials Receptionist and Administrator is the first point of contact for phone calls, emails and visitors coming into the Oxford Vaccine Group (OVG). They deal with enquiries and requests from members of the public, study participants, employees and staff over the phone, email, and face-to-face. They assist in managing visit bookings with study participants, maintaining study visit calendars, and supporting colleagues in the administration of clinical trials.

They have responsibility for elements of the day-to-day functioning of the building: e.g., management of incoming and outgoing post, maintaining information on databases, collating requests for repairs, forwarding of appropriate information throughout the group. They provide administrative/secretarial support to OVG including data entry, minutes of the team meeting,

ordering stock, maintaining the Buddy System and acting as Display Screen Equipment (DSE) Assessor. This role requires adaptability, a can-do approach and a high level of attention to detail.

Please note, whilst we endeavour to support flexible working, this is an in-office role due to the requirements of the post. Remote working is possible on occasion after discussion with the line-manager. Training will be provided for Good Clinical Practice (GCP) qualification and in order to book appointments for children and families.

Responsibilities

- Provide a reception service for visitors coming in to the office, ensuring that all visitors comply with our procedures.
- Be the first point of contact for emails, phone calls and day-to-day administrative queries from members of the public, study participants, employees and line managers, including accepting and distributing deliveries.
- Management of incoming and outgoing post and forwarding of appropriate information throughout the team.
- Liaise with study participants and/or the study team to book appointments, resolve disrupted appointment times, offer new appointments and re-arrange existing appointments according to protocol timelines.
- Keep calendars for visit appointments up to date, and support the preparation of paperwork in readiness for visits.
- To administer, maintain and coordinate the logistical aspects of the clinical trials according to Good Clinical Practice (GCP) and Standard Operating Procedures (SOPs).
- To assist colleagues working on studies by monitoring and maintaining the study documents, databases, spread sheets and equipment.
- Maintain discretion and confidentiality of study participants and medical records
- Undertake regular sample runs to the lab as requested.
- Set up meetings and actively participate in taking minutes at the team meetings.
- Maintain the Buddy System, compiling rotas monthly, ensuring that staff know when to call / or it's their turn to be Buddy / Senior Buddy, also ensuring that the 'on call' phones are tested weekly.
- Act as DSE Assessor to ensure a safe working environment for staff (training will be provided).
- Be responsible for practical support i.e.: creating Induction folders and arranging meetings for new starters, in conjunction with the team PA's and line managers.
- Be responsible for maintaining stationary supplies and ordering stock within the office.
- General Office duties including: photocopying, shredding, filing and arranging couriers. Liaise with building staff regarding the maintenance of departmental equipment such as the printers.
- Undertake a range of clerical or administrative tasks, which require a high level of attention to detail, as requested and is reasonable for the role. This includes assisting in travel arrangements e.g., taxi bookings, preparing interview documents for staff conducting interviews, and supporting in event arrangement where appropriate.
- Follow standard operating procedures (SOPs) for the Oxford Vaccine Group (OVG).

Selection criteria

Essential

- Experience of working in an administrative/receptionist role, or demonstrable transferable experience.
- High levels of accuracy and good attention to detail.
- Excellent IT skills and knowledge of standard office software packages (especially MS Word, Excel, Access) including database entries and queries.
- Effective organisational and time management skills, particularly when dealing with unpredictable volumes of work.
- Able to work 9am to 5pm Monday to Friday on site, whilst being flexible to the requirements of work.
- Excellent communication skills, both verbal and written, and able to work as part of a team.
- Good awareness of how to handle confidential information.
- Work with minimum supervision to carry out more varied or specialised administrative work, using initiative to problem solve.
- Willing to learn new skills and undertake further training when the opportunities arise.

Desirable

- Ability to work after hours on occasions (with time taken back at a later date).
- Previous experience of working within a Higher Educational Institution.
- A good general level of education (GCSE or equivalent).
- Experience working within clinical trials administration.

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. . If you have previously worked for the University we will also verify key information such as your dates of employment and reason for leaving your previous role with the department/unit where you worked. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: <https://www.jobs.ox.ac.uk/pre-employment-checks>

Additional security pre-employment checks

This job includes duties that will require additional security pre-employment checks:

- A satisfactory basic Disclosure and Barring Service check due to the nature of this position working with highly sensitive data
- University security screening (e.g., identity checks)

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

Oxford Vaccine Group

The Oxford Vaccine Group (OVG) conducts laboratory and clinical research in many different areas related to infectious diseases and vaccination to improve the health of children and adults. The research group led the instigation and running of the Phase 1-3 trials for testing the Oxford-AstraZeneca COVID-19 vaccine. We are passionate about the development of new and improved vaccines for paediatric and adult populations, and we aim to foster scientific excellence within a welcoming and progressive environment.

Following our successful contributions to the development of vaccines against Salmonella Typhi and COVID-19, this is an exciting position for a researcher to develop and enhance their skills in translational research and have an impact on global health. They will be supported by the infrastructure and large team at OVG, which is staffed by clinicians, nurses, project managers, statisticians, postdoctoral researchers and research assistants.

Department of Paediatrics

The Department of Paediatrics is a world leader in child health research and hosts internationally renowned research programmes in drug development, gastroenterology, haematology, HIV,

immunology, neuroimaging, neuromuscular diseases and vaccinology. Our work spans from early proof-of concept fundamental science, all the way up to its application in clinical settings.

We continue to shape the landscape of medical science through positively impacting the lives of millions of children from our global research programmes, academic resources, and commitment to success. Our broad research base positions the department in a pivotal role and subsequently a world leader in child health. With research facilities in the UK and abroad, we work on a global scale, building a paediatric network in the medical science community. We are committed to inform and inspire external audiences worldwide through our public engagement and outreach activities.

In 2021, we successfully administered a grant value of £130,895,28 obtained through 168 projects. Our strong relationship with funding bodies have also been a contributor to the successes and milestones in children's health research. With strong support from the Wellcome Trust, NIH, Cancer Research UK, UKRI, MDUK, Bill & Melinda Gates Foundation, Academy of Medical Sciences and the NIHR, we have employed 360+ staff, researchers, and students. These figures continue to grow as we expand our activities to overcome the multitude of challenges within children's research health.

For more information please visit: <http://www.paediatrics.ox.ac.uk/>

The Department of Paediatrics holds a silver Athena Swan award to recognise advancement of gender equality: representation, progression and success for all.

Medical Sciences Division

We are an internationally recognized centre of excellence for biomedical and clinical research and teaching, and the largest academic division in the University of Oxford.

World-leading programmes, housed in state-of-the-art facilities, cover the full range of scientific endeavour from the molecule to the population. With our NHS partners we also foster the highest possible standards in patient care.

For more information please visit: <http://www.medsci.ox.ac.uk/>

How to apply

Applications are made through our e-recruitment system and you will find all the information you need about how to apply on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert and recruitment@paediatrics.ox.ac.uk if the application form used for the vacancy does not allow attachments).

If you need help

Application FAQs, including technical troubleshooting advice is available at: <https://staff.web.ox.ac.uk/recruitment-support-faqs>

Non-technical questions about this job should be addressed to the recruiting department directly at recruitment@paediatrics.ox.ac.uk or using the contact details in the online advertisement.

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our e-recruitment system to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See <https://hr.admin.ox.ac.uk/staff-benefits>

University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and <https://www.sport.ox.ac.uk/>.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependents. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See <https://hr.admin.ox.ac.uk/my-family-care> Childcare

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries. For full details, including how to apply and the costs, see <https://childcare.admin.ox.ac.uk/>

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see <https://edu.admin.ox.ac.uk/disability-support>

Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at <https://edu.admin.ox.ac.uk/networks>

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.

Oxford Research Staff Society (OxRSS)

A society run by and for Oxford University research staff. It offers researchers a range of social and professional networking opportunities. Membership is free, and all researchers employed by Oxford University are welcome to join. Subscribe at researchstaff-subscribe@maillist.ox.ac.uk to join the mailing list to find out about upcoming events and other information for researchers, or contact the committee on committee@oxrss.ox.ac.uk. For more information, see www.ox.ac.uk/oxrss, Twitter/ X @ResStaffOxford, and Facebook www.facebook.com/oxrss.