Trial Support Officers

Department: York Trials Unit | Department of Health Sciences

Hours of work: Full time | 37 hours per week

Contract type: Fixed Term | up to 2 years

Salary: Grade 5 | £27,131 - 33,314 per year
Main purpose of the role

York Trials Unit wishes to appoint Trial Support Officers to contribute to high quality research. These posts offer the opportunity to be part of a large and successful multi-disciplinary unit, renowned for its methodological expertise and commitment to policy relevant research. Professors David Torgerson and Catherine Hewitt are Co-Directors of York Trials Unit (YTU) which is a UKCRC registered trials unit undertaking national and international, scientifically rigorous, trials in a variety of areas whilst having a strong methodological portfolio associated with the conduct and analysis of trials. YTU undertakes trials in a range of subject areas including surgery, mental health, musculoskeletal disorders, education and public health. These posts are to work across several funded projects, the type of projects will partly depend upon the background and experience of the successful candidates.

- To assist in the delivery of research under the supervision of senior colleagues and to contribute to the production of research
- To assist with the set-up and coordination of trials
- To assist in the identification and development of potential areas of research and the development of proposals for independent or collaborative research projects
- To assist with checking the quality of data collected and resolve queries regarding data issues

Key responsibilities

1. Role Specific Responsibilities

- Assist with set-up and coordination of trials
- Liaise with members of the research team (including secretarial and administrative staff, trial managers, trial coordinators, data managers, statisticians, health economists and qualitative researchers
- Follow appropriate standard operating procedures and contribute to the writing of these, and other YTU procedures, as required
- Assist with the design, printing and distribution of trial documentation including data collection instruments (eg questionnaires, interview schedules)
- Assist with the preparation of documentation to obtain ethical, R&D and other relevant proposals for research
- Ensure quality of data
- Assist with the write-up of research for reports, publication and presentation in both academic and non-academic settings
- Assist with the preparation of grant applications
- Assist with organisational and administrative activities connected to the trial, including conference organisation, departmental meetings, attending other committee and working groups and supporting the development of promotional or educational materials
- Undertake external commitments which reflect and enhance the reputation of the YTU and Department of Health Sciences
2. University of York Responsibilities for Grade 5

Service and Operational Delivery
- Undertake day to day decision making for operational aspects of service or delivery, within a designated area of responsibility.
- Deliver services to standards set by others, using initiative and independent action to meet service needs.
- Manage the resolution of escalated issues or queries where the answer requires consideration and application of judgement.
- Where appropriate, solicit customer views on the nature and quality of the service provided.
- Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.
- Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

Continuous Improvement
- Monitor and review service or operational delivery in conjunction with line manager, recommending / implementing improvements to process, service or governance.
- Contribute to and/or initiate the development and improvement of methods of service delivery.
- Research, analyse and interpret data/findings, using standard methodologies to identify opportunities for improvement. Where appropriate, independently identify and source additional information for consideration.
- Proactively identify opportunities for building new personal knowledge and skills for self and others.

Specialist Contribution
- Provide detailed advice to internal and external stakeholders on service-specific policies, procedures and regulations.
- Carry out investigations, searches and research information and data to identify trends and patterns.
- Analyse data and statistics and provide reports for higher level decision makers.
- Provide expertise to support compliance with legislation and statutory duties.

Collaboration and Communication
- Establish, maintain and develop productive and ongoing relationships with colleagues across the University, to support service delivery and issue resolution.
- Contribute to business meetings, working groups and committees to enable efficient service delivery and manage stakeholder expectations.
- Engage with external peers and specialists to exchange knowledge and information.
- Use a range of digital media and tools to communicate with a diverse range of key stakeholders.
- Collaborate with team members to identify and implement service improvements or alterations.

Governance and Oversight
- Implement and monitor recognised procedures to ensure compliance.
- Provide training to team members on procedure e.g. data handling and recording.
- Ensure accuracy by implementing recognised and routine checks, assessment criteria and techniques.
Planning and Organisation

- Plan and organise own workload (and, where applicable, the workload of team members) to manage short term fluctuations and changing priorities.
- Contribute to longer term plans/programmes of work.
- Plan and organise small scale projects.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.
### Person specification

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<th>Role Specific</th>
<th>Essential/Desirable</th>
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<tr>
<td>Undergraduate degree or equivalent experience</td>
<td>Essential</td>
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<tr>
<td>Knowledge of research methods, evaluative designs and randomised controlled trial methodologies to engage high quality research</td>
<td>Essential</td>
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<td>Knowledge of data collection, data management and data analysis strategies</td>
<td>Essential</td>
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<td>Ability to assist with the write up of research work for publication in high profile journals and assist with engagement in public dissemination</td>
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<td>Ability to assist with the set up and the co-ordination of a randomised controlled trial</td>
<td>Essential</td>
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<tr>
<td>Ability to assist with the design, printing and distribution of trial documentation including data collection instruments (eg questionnaires, interview schedules)</td>
<td>Essential</td>
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<td>Ability to work to standard operating procedures, follow trial guidance documents and use associated standardised forms appropriately</td>
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<td>Ability to assist with the design and undertaking of research relevant to the trial including assisting with the preparation of documentation for ethical, R&amp;D and other relevant approvals</td>
<td>Essential</td>
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<td>Experience of research coordination and/or research administration</td>
<td>Essential</td>
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**University of York Person Specification for Grade 5**

**Qualifications:**

Level 3 qualification. (Qualifications at this level include A levels. Please view the full list). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.  

**Skills - demonstrates the ability to:**

- Manage small-scale projects                                           | Essential |
- Gather, analyse, interpret and report data/information                | Essential |
- Use digital technologies including Google applications and/or Microsoft Office | Essential |
- Communicate effectively in verbal and written formats, including the use of a variety of digital tools | Essential |

**Behaviours:**
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<td>Works collaboratively with others</td>
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<td>Delivers a quality service</td>
<td>Essential</td>
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<td>Develops self and others</td>
<td>Essential</td>
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<td>Actively champions respect, inclusivity, equality and diversity</td>
<td>Essential</td>
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<td>Identifies and implements continuous improvement</td>
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