Research Administrator at MMP Research

JOB TITLE:	Research Administrator
LOCATION:	Monkfield Medical practice, Sackville House, Cambourne, with occasional visits to other meridian PCN practices
HOURS:	7.5 hours per week
SALARY:	£12.70 per hour
CONTRACT:	Tied to PCN Cluster contract – 12 monthly terms
REPORTING TO:	Research lead/GP partner, relevant Principle Investigators, research co-ordinator
KEY RELATIONSHIPS:	MMP research team, MMP practice staff, MMP patients, Meridian PCN management, Meridian PCN practices research leads and research administrators

MMP Research

Monkfield Medical Practice (MMP) is a friendly, modern, forward thinking GP surgery providing primary healthcare to Cambourne. The current patient population is 13,884 and we welcome the growth in our local community. The research group (MMP Research) is a small and growing team of research lead/GP Partner (Dr Modi, also a researcher at the Primary Care Unit, University of Cambridge), a research administrator, research nurse and research coordinator along with a Health Care Assistant and other clinicians who assist with research.

MMP Research leads Meridian PCN by recruiting participants from their practices with a catchment population of 53,000 across the West and South of Cambridge. We work closely and positively with Meridian PCN to deliver a range of novel services and pilot programmes, including testing new technology and applications, which highlights our passion for research and discovery.

We are a committed to delivering high quality care, and awareness of research amongst staff is central to this. It is a core objective of the practice and we are seeking someone to help us grow and perform.

Job summary

This is an opportunity to join a dynamic and growing research organisation with ambitions for becoming a nationally and internationally reputable site to deliver commercial and non-commercial research. You will have an opportunity to contribute your ideas for growth within a small, creative and hard-working team. You will also be encouraged to develop and train your skills for research.

You will be instrumental in the whole research delivery process, from assisting in feasibility checks for studies, to administrating the delivery and finalising studies. You will be key in ensuring finances are claimed and received. You will also help monitor training and compliance records of research staff. With weekly meetings and easy access to the research lead, you will be supported in being embedded within a strong team culture. We serve a diverse community and we encourage applications from people from underrepresented groups in research.

Other benefits

You will be part of a friendly, diverse and long-standing staff team in a high performing practice. We welcome suggestions and improvements via monthly open forums and believe that quality starts from the grass roots.

We are based in the middle of Cambourne with supermarkets and other shops locally, and free on-site parking. We have Summer and Winter socials and monthly half-day protected education sessions. You will have five weeks of annual leave and one week of study leave pro-rata, with a study budget.

You will benefit from supervision and training both through support for relevant courses, and through mentorship with an experienced research team, to include Dr Modi who is a senior researcher in the University of Cambridge. You will join a team who have won multiple awards and been the fastest growing research practice in the region.

Flexible work is encouraged and there are opportunities to undertake some work from home.

How to apply

Please submit an application by emailing a concise CV and covering letter to GP partner and research lead, Rakesh Modi (rakesh.modi@nhs.net). We are happy to arrange informal enquiries and visits.

Research administrator at MMP Research

MMP Research

Dr Rakesh Modi (GP Partner, Research Lead, and researcher at the Primary Care Unit, University of Cambridge) founded research at the practice in July 2023 with assistance from Ms Katie Bartlett (Research Administrator). With their experience, networks and dedication, they set up operations and delivered the most studies of any new research practice in the region, delivering 15 non-commercial studies to time and target within 18 months. This has led to awards, grants and strong relationships with other local practices.

Most recently, they have become the hub of a hub-and-spoke model for Meridian PCN, aiming to recruit from the other practices: Bourn, Comberton, Harston, Roysia and Orchard. This distributed geography across the west and south of Cambridge has an exciting mix of rural, urban, socio-economic and minority ethnic communities, who are both keen and needed to participate in research. We have a strong ethos for diversity, equity and inclusion in our research and this is supported by Dr Modi founding and chairing the inequalities research network at the University of Cambridge.

We work closely with the Regional Research Development Network (RRDN) East of England, who have been instrumental in guidance and assistance.

Our plans now are to operationalise our hub-and-spoke model, attract and undertake commercial studies, set up smooth, reliable and feasible systems for the organisation's research, and expand our research business. We plan to continue to expand in line with our and the NHS' aim for more primary care commercial research. We aim for this to help us improve and protect the wellbeing of Cambourne.

Your role will be funded by the PCN cluster contract which is renewed annually, and employment will be tied to the existence of the role within the PCN cluster contract. This contract allows for the employment of a research administrator, research nurse and a research co-ordinator (the latter for one year).

Job summary

PCN practices research leads and research administrators

This is an opportunity to join a dynamic and growing research organisation with ambitions for becoming a nationally and internationally reputable site to deliver commercial and non-commercial research. You will have the opportunity to contribute your ideas for growth within a small, creative and hard-working team. You will also be encouraged to develop and train your skills for research.

As a research administrator, you will be instrumental in the whole research delivery process, from assisting in feasibility checks for studies, to administrating the delivery and finalising studies. You will communicate with the practice team, study teams and patients to ensure smooth administrative running, and help in deciding on studies and the organisational

strategy. You will be key in ensuring finances are assessed in advance, requested and consolidated. You will also help monitor training and compliance records of research staff.

With one day of work at the practice, or flexible working of these hours, and only occasional visits to other local sites, you will be embedded in a friendly research and practice team in the convenient location of Cambourne. With weekly meetings and easy access to the research lead, you will be supported in being embedded within a strong team culture.

Key responsibilities

- Undertaking research administration before, during and after studies to include:
    - Identifying relevant studies and escalating for discussion
    - Contributing to the selection process of studies at weekly research meetings
    - Providing updates for research meetings and taking minutes where present
    - Working closely with the other research administrator to share and co-ordinate work
    - Communicate regularly and clearly to the research lead, research team and, where required, Meridian practice staff and patients.
    - Undertaking feasibility checks and helping to fill in Expressions of Interest for studies
    - Arranging training and paperwork for set up of studies, ensuring appropriate people complete their roles
    - Undertake searches of SystemOne (training can be provided) for eligible patients
    - Sending out invitations and consent forms and collecting these and storing securely as appropriate
    - Ensuring secure access to research files
    - Ensuring mandatory training is up to date and if not yet completed, undertake GCP training
    - Ensuring research staff training is up to date to include appraisals
    - Assisting the research lead and co-ordinator with administrative tasks
    - Requesting, chasing, consolidating and recording finances for studies with the assistance of the research co-ordinator. Within this, managing a finance tracker
    - Occasional visits, where other staff are deemed unsuitable, to assist or assess PCN practice sites
    - Set up research meetings within the team and PCN
    - Escalating any safety concerns or incidents related to research, or the practice if relevant
    - Any other duties as required in keeping with a post of this nature and as the organisation matures
    - Complying and upholding good research and corporate governance where applicable
    - Being responsible as any staff member, for safeguarding, its policies and training.
    - Ensuring consistently high standards of patient/participant service is delivered with high satisfaction
    - Sending and managing responses from feedback surveys
    - Upholding our values and statement and undertake to avoid any reputational harm to MMP or MMP research
    - Upholding statutory and NHS principles on data governance, ethics and equity, diversity and inclusion.

MMP's Mission Statement

Improving and protecting the wellbeing of Cambourne.

MMP's Core values

- Openness
- Honesty
- Fairness
- Respect
- Responsibility
- Approachability

Person specification

Criterion	Essential	Desirable
Commitment to MMP values, policies and NHS and statutory policies	Understanding and embodiment of these Understanding of the importance of patient confidentiality and the consequences of breaking confidentiality	Experience of working on a confidential basis in a reception / office environment
Training and qualifications	4 GCSEs or equivalent, including English. Proficiency in English language with certification or equivalent evidence if second language Evidence of appropriate level DBS Evidence of up to date immunisation/proof to allow handling of samples to include varicella and MMR (see Green Book chapter 12)	GCP training Experience of NHS or general practice IT systems Administrative qualifications
Experience	At least two years' experience of an administrative role in healthcare	Experience of an administrative role in healthcare research – either in a health system or in a research institution.

	At least one years' experience of a patient/customer/participant facing role	Experience of research specific IT systems
	Proficient in using MS Packages and databases	Experience in finances and/or financial systems
Communication and relationship skills	Excellent written and verbal communication skills with both staff and customers/patients/participants	Skilled in project management
	Ability to remain calm, polite and professional	Experience of handling difficult conversations or complaints
	Excellent team working skills	
	Excellent organisational and time-management skills	
	Ability to work accurately and methodically following verbal and written instructions	
	Ability to accurately receive, record and relay information both verbally and in writing through production of documentation and data entry	
	Ability to store and retrieve files from numerical, alphabetical and computerised filing	
Equity, Diversity and Inclusion	Able to demonstrate a commitment to and understanding of the importance of treating all individuals with dignity and respect appropriate to their individual needs	A particular interest in increasing diverse recruitment to studies
Personal attributes and qualities	Ability to maintain effective working relationships with colleagues and professional relationships with patients/participants	Able to support other staff empathically and professionally
	Demonstrates personal accountability and responsibility for their area of work to include safety reporting	

	Able to work flexibly according to team or organisational demands Excellent attention to detail and organisational ability Problem Solving ability Excellent time management	