

## Research and Clinics Administrator

**OPPORTUNITY**

Where change  
gets real.



**Reference: 00024-25**

**Grade: 6**

**Salary: £26,642 to £28,879, per annum, depending on experience**

**Contract Type: Permanent**

**Basis: Full Time**

## Job description

### Job Purpose:

Aston Institute of Health and Neurodevelopment (IHN) is one of the flagship Research Institutes within Aston University. IHN aims to develop a child-focused research programme that delivers a new understanding of development, disorder and disease and the interventions that will make a difference.

Our research in children extends from 'bench to bedside' and from molecules to minds. Our discoveries become the next advances in healthcare and educational policy for literacy, eating and neurodevelopmental disorders. We are putting children at the heart of research.

#### Our Vision

Unlocking the potential of research to support health and development of children and young people.

Answering the questions that matter to children and young people, their families and the services that support them.

Developing the next generation of research leaders in children's health and development

Reporting to the Director of Research Strategy and Operations for IHN, the **Research Administrator will provide administrative support to academic staff and research activities within the institute.**

The ideal candidate will have outstanding customer service skills (you will be the first point of contact for patients, visitors, research participants and students contacting and visiting IHN) and excellent organisation and time management skills.

### Main Duties/Responsibilities

- ▶ To support the IHN Director(s) and operations team to deliver the Institute's strategy.
- ▶ To operate the IHN / AU Imaging reception. Welcome patients, visitors, research participants and students. Receive telephone calls and emails to IHN /AU Imaging and provide advice and guidance on research and patient services.
- ▶ To support the IHN Directors in the administration of institute webpages, PhD Programmes and other institute focussed activities.
- ▶ To organise conferences, away days, events, travel, and hotel accommodation, liaising with delegates, external sources, and university departments to coordinate resources.
- ▶ To maintain files, records, and databases for monitoring use of IHN research facilities, including monthly reporting for finance and IHN Management team.
- ▶ To maintain several email accounts and correspond with a range of contacts including academic staff, NHS Trust personnel, research participants, and other stakeholders.
- ▶ To provide administrative support for the IHN Working Group meetings and activities.
- ▶ To maintain files, records, and databases for monitoring, auditing, and Care Quality Commission (CQC) reporting.
- ▶ Support MEG and MRI research teams to assist with the smooth running of the facilities, verifying participant data and observing receptions to ensure patient and visitor wellbeing. Distribute confidential reports to NHS Trusts and Consultants and store all pre and post investigation documents accordingly.
- ▶ To assist in the IHN Clinics administrator in providing administrative support for the MRI and MEG clinic for NHS Trust patients, Private Patients, and commercial clients, liaising with patients, Radiologists, Consultants, Referrers and Health Insurers to verify referrals, arrange appointments, take card payments and create invoices.
- ▶ Where necessary, provide support to the IHN Clinics Administrator.

### Additional responsibilities

- ▶ Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities to develop themselves and support the development of others.
- ▶ Ensure and promote the personal health, safety and wellbeing of staff, students and visitors to the Institute of Health and Neurodevelopment.
- ▶ Carry out duties in a way which promotes fairness in all matters, and which engenders trust.
- ▶ Promote equality of opportunity and support diversity and inclusion as well as working to support the University's environmental sustainability agenda and practices.
- ▶ To undertake other duties as may be required by the line manager that might reasonably be expected to fall within the purpose of the role and the grade.

### Person specification

	Essential	Method of assessment
<b>Education and qualifications</b>	Educated to A Level or equivalent. English and mathematics GCSE minimum grade C.	Application form
<b>Experience</b>	Experience of providing administrative support for tasks and processes.	Application form and interview
<b>Aptitude and skills</b>	<p>To be flexible and adaptable to meet the changing needs of stakeholders and the immediate work environment.</p> <p>Outstanding customer service skills – ability to manage a range of stakeholders in line with Our Commitment to You.</p> <p>Excellent IT skills including advanced use of Microsoft Office applications (e.g. word, Excel, PowerPoint and Outlook) and database management.</p> <p>The ability to communicate clearly, concisely, and confidently with people within and outside the university, both in writing and speaking.</p> <p>Ability to work collaboratively as part of a team, contributing to outstanding</p>	Application form and interview

	Essential	Method of assessment
	<p>team performance, as well as on own initiative.</p> <p>To take responsibility for your actions, work without supervision and perform under pressure in a fast-paced environment.</p> <p>Excellent organisation and time management skills.</p>	

	Desirable	Method of assessment
<b>Experience</b>	<p>Experience of working as a member of a university administrative/ operations team or in a healthcare setting.</p> <p>Experience of working in multi-disciplinary teams with a range of demands e.g. Academic researchers, clinicians, professional services.</p>	Application form and interview

## University values

All staff are expected to demonstrate/promote the University's values and expectations, which are an integral part of our strategy and underpin the culture of the University. In addition, our leaders are expected to be accountable, help to execute strategic visions of the University and share and set clear expectations that inspire those around them.

Values + Behaviours

				
<b>Innovation</b>	<b>Collaboration</b>	<b>Ambition</b>	<b>Inclusion</b>	<b>Integrity</b>
We strive for excellence within ourselves and others, providing solutions to new and existing challenges.	We work best when we are collaborative, working together to contribute to the Aston community.	We strive together for improvement and innovation looking ahead to see the bigger picture.	We treat everyone in our community equally and how they would like to be treated.	We are open, honest and fair. We take ownership of the way we work and how we treat each other.

All applicants must complete an application form, along with your CV.

Any CV sent direct to the Recruitment Team and Recruiting Manager will not be accepted.

If you require a manual application form, then please contact the Recruitment Team via [recruitment@aston.ac.uk](mailto:recruitment@aston.ac.uk).

## Contact information

### Enquiries about the vacancy:

Name: Karen Crowdy

Job Title: Director of Research strategy and Operations, Aston Institute of Health & Neurodevelopment

Email: [k.a.crowdy@aston.ac.uk](mailto:k.a.crowdy@aston.ac.uk)

### Enquiries about the application process, shortlisting or interviews:

Recruitment Team via [recruitment@aston.ac.uk](mailto:recruitment@aston.ac.uk) or 0121 204 4500.

## Additional information

Visit our website <https://www2.aston.ac.uk/staff-public/hr> for full details of our salary scales and benefits Aston University staff enjoy.

**Salary scales:** <https://www2.aston.ac.uk/staff-public/hr/payroll-and-pensions/salary-scales/index>

**Benefits:** [Benefits and Rewards | Aston University](#)

**Working in Birmingham:** <https://www2.aston.ac.uk/birmingham>

**Employment of Ex-Offenders:** Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the positions they applying for is listed an exception under the act.

**Eligibility to work in the UK:** You should ensure that you meet the eligibility requirements, including meeting the [English language standards](#). If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful. Please see UKVI guidance for further information on eligibility, knowledge of English requirements and approved test centres <https://www.gov.uk/tier-2-general>

With the end of free movement for EU/EEA/Swiss nationals from 1 January 2021, the UK's new immigration system applies to all non-UK/Irish nationals who require a visa.

Where an individual is subject to UK immigration control, they will require a visa to work in the UK.

The following individuals do not need a visa for the UK, but do still have to prove their right to work before employment can commence:

- **British Citizens or Irish Nationals**
- **EU/EEA/Swiss nationals with Settled or Pre-settled status under the EU Settlement Scheme**
- **Non-EEA nationals with Indefinite Leave to Remain/Settlement in the UK**

The main routes available for those who need a visa to work in the UK are **Skilled Worker**, **Global Talent** and the **Graduate Route**.

You can find further information about each of these visa routes on our candidate immigration page.

If you will conduct research in your role, you may need to apply for and obtain ATAS clearance before Aston can issue a Certificate of Sponsorship for your visa application. Please see below for further details.

### **Academic Technology Approval Scheme (ATAS):**

If you will conduct research in your role and you apply for a Skilled Worker or Temporary

Worker GAE visa, you may need to apply for and obtain ATAS clearance before Aston can issue a Certificate of Sponsorship for your visa application.

This process can take at least 6 weeks to process, and Aston will consider this when confirming your expected start date. Processing times will increase between April and September and can longer to complete.

There is no fast-track option available. ATAS certificates will be processed in order of receipt.

You can find more information about ATAS on our candidate immigration page.

## **Before you start and Right to Work**

### 90-day entry vignette

If you have applied for your visa outside of the UK, you will receive a vignette in your passport which is usually valid for 90 days. Please make sure to travel to the UK within the 'valid from' and 'valid to' dates on this visa. If you entered the UK before or after these dates, you would not 'activate' the visa and you would need to leave and re-enter the country.

You will also receive a decision letter confirming details about your immigration permission and where to collect your Biometric Residence Permit.

### Cost of Living - Estate and Letting Agents

There are numerous Estate and Letting Agents in and around Birmingham that can help you find suitable accommodation. The Midland Landlord Accreditation Scheme provides a list of professional agencies and landlords who have applied with them for accreditation. Whilst accreditation is not a guarantee of quality, it provides some reassurance about the standard of the service they provide.

You can also use property search websites such as Rightmove or Zoopla.

## **Equal Opportunities**

Aston University promotes equality and diversity in all aspects of its work. We aim to ensure, through our admissions policies for students, and our staff recruitment and selection processes that we encourage applications from all groups represented in the wider community at a local, national and international level.

The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against student or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career.

An Equal Opportunities Monitoring Form is included within the application form. Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes, enabling the University to monitor the effectiveness of its

Policy, Codes of Practice and Guidelines on Equal Opportunities in Employment.  
Individuals will not be identified by name.

### **Data Protection**

Your personal data will be processed in compliance with the Data Protection Act 2018 and the General Data Protection Regulation ((EU) 2016/679) (“GDPR”). The University’s Data Protection Policy and Privacy Notices, including the Job Applicant Privacy Notice can be found at <https://www2.aston.ac.uk/data-protection>. Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which will be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.

Full details of our terms and conditions of service and associated policies and procedures are available online at <https://www2.aston.ac.uk/staff-public/hr/policies>

Aston University  
Birmingham  
B4 7ET, UK.  
+44 (0)121 204 3000

[www.aston.ac.uk](http://www.aston.ac.uk)