Job Description

Comp ID:	036397
Job Title:	Executive Officer
School/Department:	Medicine – Clinical Research Facility at St. James' Hospital
Job Category and Level:	Professional, Administrative & Support; Executive Officer

The Purpose of the Role

The Executive officer will be employed at St James's Hospital and will be a member of the Wellcome HRB Clinical Research Facility (CRF) team. As part of the core CRF team, the Executive officer will be responsible for delivering high-quality administrative support to the main areas of administration at Clinical Research Facility. The Wellcome-HRB Clinical Research Facility at St James's Hospital (CRF) is a partnership between Trinity College Dublin (Trinity) and St. James's Hospital Dublin and is funded by Wellcome and the Health Research Board (HRB). The CRF offers support services and facilities for the conduct of research projects ranging from investigator led studies to clinical trials involving investigational medicinal products across a wide disease spectrum. The Executive Officer is a key member of the Team, as such the successful candidate will be required to support the further development of the Clinical Research Facility in the diverse research projects undertaken including the development of ground breaking Gene Therapeutics with the installation of state of the cleanroom. It is critical that there is flexibility in the deployment of staff to meet the ongoing demands these new innovations bring.

Context

This role is part of a small team of administrative staff who provide services to management and staff within the Clinical Research Facility The role holder is the first point of contact for staff, investigators and participants of trials within the Clinical Research Facility   and is responsible for providing a professional, efficient and welcoming services to all visitors to the Facility.

The specific purpose of this employment is to provide administrative support on the 'Clinical Research Facility' research project within the research group of Prof. Martina Hennessy (Principal Investigator). This research project is funded by an external agency. This employment is not offered on an indefinite basis as this project is finite. Termination of this contract will occur on completion of the work in which you are engaged in, or in the event of the funding stream being terminated or withdrawn by the funding agency.

Role and Responsibilities

- Manage all patient bookings for the Clinical Research Facility, ensure all patients are pre-booked onto the CRF manager and SJH hospital PAS system.
- Greet all patients/volunteers attending for research appointments in a polite courteous and efficient manner – inform Study team/Study nurse when patient arrives.
- Book in return appointments onto the CRF manager and PAS system, ensure patients are given appointment cards and use same.
- Confirm appointments by phone with patients where necessary – to liaise closely with nurses regarding this.
- Inform study team/study nurse of patients that do not attend and work with CRF nurse on rebooking these patients in.
- Provide a telephone enquiry service for the ward reception area
- Register, check and update patient details on the St. James's PAS (computer system) and CRF Manager (CRF computer system)
- Work closely with CRF data co-ordinator to ensure quality checks completed on monthly CRF stats
- Inform patients/volunteers of any delays
- Daily interaction with the Nursing team to review details of study participants attending as required – if patient does not attend study teams need to be informed, similarly if patients not properly booked in on system – study team needs to be informed.
- Handle enquiries as they occur in a professional manner, liaising with other disciplines and units as appropriate and referring issues further (where necessary)
- Make up electronic or paper based patient case notes and study files as requested and collect, track and return patient case notes from medical records as required
- Receive deliveries, post and faxes and pass on information to relevant staff
- Minute taking at Operational and Nursing Management meetings as required.
- Responsible for managing the CRF Meeting Room and seminar room bookings.
- Ensure front of house is kept clean and tidy – reception area and waiting room area.
- Manage research clinic appointments and may be required to send appointments and post follow up letters re same.
- May be required to assist with filing for site files as require

Person Requirements

The role-holder will require the following knowledge, skills and attributes for successful performance in the role.

Qualifications

- Leaving Certificate or equivalent - essential
- Diploma or professional qualification - desirable

Knowledge

- Working knowledge of Microsoft Office, e-mail and the web - essential.
- Awareness of the basic principles or standardised work routines of the field of work.
- Familiarity with the work of the school/department/work unit and of the University

Experience

- Prior work experience in a relevant role of at least three years.
- Experience in dealing with queries in person, by phone and by email.
- Experience in working with standard office equipment.

Skills

- Excellent written and verbal communication skills.
- High standard of accuracy in both written and numerical work

Personal attributes

- Understands the importance of quality service and pro-actively delivers this.
- Pays close attention to quality standards.
- Takes pride in providing excellent customer service providing a helpful and courteous approach to colleagues,
- Committed to achieving results, putting in additional effort as required.
- Flexible approach to working hours as the demands of the post may require work outside normal office working hours from time to time.

In Trinity there are 6 Core Competencies that are applicable to all roles across a range of professional, administrative and support jobs, unlike specialist or technical skills which may be job specific. They provide a common language for describing performance and the abilities/attributes displayed by individuals. They focus on 'how' tasks are achieved, not 'what' is achieved.

Below is a summary definition of the 6 Core Competencies.

	Competency	Summary Definition
1	Agile Leader	Sees the big picture and harnesses opportunities to achieve the University's goals. Creates clear direction for the future and how to get there.
2	Unlocks Potential	Energised, capable and confident to take ownership and responsibility for their development and goals. Motivates, supports and develops people to perform to the best of their ability.
3	Service Ethos	Finds ways to increase stakeholder and customer satisfaction. Builds relationships, is proactive and delivery focused in order to anticipate, meet & exceed expectations.
4	Builds Trusted Relationships	Communicates in a clear and respectful manner building trust and commitment for mutually beneficial outcomes.
5	Decision-making	Confidently makes timely decisions based on knowledge, evidence and sound judgement.
6	Achieves Results	Delivers results by setting direction, planning, executing and evaluating impact.