

Job description: Discover Recruiter

Job Title	Discover Recruiter
Organisation	Imperial College Health Partners
Pay Band	Band 4
Salary	
Reporting to	Discover Engagement Lead
Responsible for	The post holder will provide support to the Discover team across a wide range of duties, with a main focus on recruiting members of the public to the Discover Register.
Hours	18.75 Part - time
Location	30 Euston Square, London, NW1 2FB is the base office however this is a peripatetic role and will involve travel to NWL NHS Trust locations as required

Summary

Imperial College Health Partners is a partnership organisation bringing together NHS providers of healthcare services, clinical commissioning groups and leading universities across North West London. We are also the designated [Academic Health Science Network \(AHSN\)](#) for North West London.

Through collaboration and innovation, we support our local health system to provide the best possible health and care outcomes for North West London's 2.3 million residents.

We are focused on:

- Enabling the discovery of best practice;
- Adopting best practice systematically;
- Supporting wealth creation in the sector and beyond.

Our membership includes representation from academia, primary and community care, mental health, secondary and specialist care and the clinical commissioning groups across North West London.

In addition to our members we work closely with local government and social care, technology and pharmaceutical industries, opinion leaders, research bodies and of course patients and the public – who as the ultimate beneficiaries of our work drive everything we do.

Job Purpose

Discover is a North West London initiative aimed at building a volunteer register of adult residents who have expressed an interest in participation in Medical Research, and then deploying that register to facilitate recruitment to research studies undertaken in North West London.

The primary purpose for this role will be to recruit patients to the Discover register and provide administrative project support to the Director of Discover.

The post-holder will act as the first point of contact for enquiries and will maintain the project library, databases and resources. They will also assist members of the team to ensure Discover is delivered to a high-quality standard, within time and within budget.

The post-holder will be expected to travel to hospitals, universities, GP practices and selected public places across the geography of NWL to recruit for the register.

MAIN DUTIES AND RESPONSIBILITIES:

- The principal duty for the post-holder is to recruit for the register from various pre-selected clinic areas in NHS Trusts,
- To recruit members of the public efficiently by communicating project information using persuasive, motivational, negotiating and training skills to achieve the agreed target of 10 per hour.
- Invite patients using negotiating and persuasive skills to be involved in additional research studies using email and telephone
- The post-holder will travel to hospitals, universities, GP practices and selected public places across the geography of NWL to recruit for the register. Ensure that selected public areas for recruitment are adequately stocked with posters and leaflets across the NWL project locations
- Handle sensitive and confidential information relating to participants.
- Interact with a wide range of the public and team members
- Provide administrative support to the Programme Director and resolve day-to-day problems independently by using specialised IT systems and project management skills.
- Approves payments and invoices for services relating to the project, checking against budget and using administrative processes to ensure keeping in line with budget.
- Agree schedule of work and assist in the development and preparation of the overall project plan and help to plan key workstreams in relation to the project.
- Enters project data using a wide range of IT skills
- Ensure that all project data is appropriately stored in accordance with Discover Data Security Model
- Ensure documents checked, write reports and help with the analysis of the statistics
- Maintain project library, database, resources and update the Discover website with new registrations
- Provides project training to users
- Work within procedures and help to develop protocols for project
- Acts as the main point of contact for enquiries and respond via the Discover telephone helpline and via email
- Liaise regularly with other members of the Discover team and support overall delivery.

Person Specification:

- Excellent communication, persuasive and relationship management skills
- Experience of working in a sales environment and delivery of sales targets
- Experience of working in a project environment in a project training and delivery capacity
- Excellent judgements and assessment skills where more than one solution to a problem or issue emerges.
- High level experience or diploma gained administrative skills including specialised IT systems and project management, training knowledge
- Excellent time management demonstrating ability to plan, prioritise and organise project workload

- Ability to use initiative and judgement, able to resolve business or software problems for users independently
- Work as part of a multi-disciplinary team
- Deliver a wide range of administrative and project coordination solutions as required by the Programme Director
- Organisational skills to coordinate multi-disciplinary meetings, rotas and presentations as and when required
- Experience of working in a busy and demanding environment.

Qualifications:

- 5 or more GCSEs and 2 or more A-Levels (or equivalent)
- Educated to degree level

Other

- Forge positive working relationships
- Foster close working relations with other staff within ICHP and recruiting Trusts
- Ensure accurate understanding of data and information.
- Flexible and positive attitude
- Understanding of the NHS and healthcare sector
- Discipline and regard for confidentiality and security at all times
- Willingness to undertake any necessary training for the role
- Good working knowledge of MS Word, Power Point and Excel



Person Specification

Area	Essential	Desirable	Assessment
Values and behaviors			
Demonstrable commitment to the organisations values which are; Trusting, Collaborative, Creative and High Achieving.	√		A/I
Commitment to focus on quality, promotes high standards to consistently improve patient outcomes.			
Methodical in approach with good eye for detail.	√		A/I
Works across boundaries, looks for collective success, listens, involves, respects and learns from the contribution of others.	√		A/I
Self-awareness in terms of emotional intelligence, biases and personal triggers with cultural sensitivity and awareness.	√		A/I
Skills and Capabilities			
Excellent communication skills both verbal and written	√		A/I
Ability to build relationships with team members and important Discover stakeholders	√		A/I
Well-organised and able to plan and also comfortable with emergence in a rapidly changing, dynamic environment.	√		A/I
Ability to organise working day To its best use,	√		A/I
Personal resilience, determination and ability to deliver positive outcomes on challenging issues.	√		A/I/T
Excellent oral, presentation and written communication skills.	√		A/I/T
Dynamic personality and the ability to build trusted stakeholder relationships and wide support networks in a political context.	√		A/I/T
Qualifications			
Experience of working in relevant subject area.	√		A/I/C
Personal Qualities			
A positive enthusiastic attitude	√		

Flexible and reliable	√		
Self-motivation towards completing tasks	√		
Ability to work effectively with others	√		
Be perceptive and aware of customers body language and observe signs	√		
Knowledge and Experience			
Experience of working in an administrative setting	√		A/I
Experience of working in a sales or marketing environment		√	A/I

*Assessment will take place with reference to the following information

A=Application form I=Interview T=Test C=Certificate

