



Research & Policy Team Assistant

Candidate Brief

April 2024 | Reference RPTA03/24

About us

The Nuffield Trust is an independent health think tank. We aim to improve the quality of health care and health policy in the UK by providing evidence-based research and policy analysis and informing and generating debate.

Vision

We want to help achieve a high-quality health and social care system that improves the health and care of people in the UK.

We set out to do this by:

- improving the evidence base that leads to better care by undertaking rigorous applied research and policy analysis
- using our independence to provide expert commentary, analysis and scrutiny of policy and practice
- bringing together policy-makers, practitioners and others to develop solutions to the challenges facing the health and social care system.

We will be grounded in the practical implications of policy-making, working closely with NHS staff and policy-makers to identify solutions. Above all, we aim to be a trusted and respected voice at a time of unprecedented challenge to the NHS and social care system.

Values

In everything we do, we strive to be:

- Independent and free from vested interests.
- Rigorous, robust and evidence-based in the work we undertake.
- Relevant, supportive but also challenging when we need to be.
- Open and engaging with all those we come into contact with.
- An organisation that makes a difference to the quality of policy-making and practice in the UK.

Current work programme

Our work programme focuses on a range of core topic areas, all of which are crucial to the long-term sustainability of health and care in the UK.

Our work programme is constantly evolving to keep pace with the changing policy environment, and our assessment of where our skills and knowledge could make a real difference to policy and the lives of patients, the public, and those who deliver health and care services. Our communications team plays a central role in promoting our expertise on how health and social care services have been affected, whether through media

opportunities, events, digital content or public affairs activities.

Our organisation

The Nuffield Trust has 50 employees and an annual income of around £4 million generated from our endowment and externally funded work. The organisation has three directorates that work closely and collaboratively to support the work of the Nuffield Trust.

Our website (www.nuffieldtrust.org.uk) contains details of the range and depth of our research, policy and commentary work.

Job Description

Purpose

We are looking to recruit a self-motivated and highly organised person to join the Trust as the Research & Policy Team Assistant. Developing effective working relationships within the team will be crucial. You will also work with a range of external and internal stakeholders, including research collaborators and other support staff across the Trust.

You may have prior experience in administrative or team coordinator role. More importantly, you will possess exceptional attention to detail, problem-solving abilities, and strong interpersonal skills. You'll need to smoothly manage competing priorities with flexibility, diligence, and a friendly demeanour.

This role presents an exciting chance for someone with these relevant skills to immerse themselves in the realm of public policy and research. If you're eager to develop your skills and grow in a supportive and dynamic environment, we encourage you to apply.

Main responsibilities

Provide support to the Research & Policy team.

- Administrative support, including:
 - comprehensive diary management for the Director of Research & Policy
 - ad hoc diary support for the Deputy Director of Research and Deputy Director of Policy
 - booking travel, accommodation, conference registration and visas where required, and filing individual expense claims on behalf of the Research & Policy Team
 - completing monthly credit card reconciliation(s) and obtaining approvals for team expenses where appropriate
- Organise and support relevant internal meetings and a regular programme of 'Brown Bag' lunch meetings.
 - Tasks may include any of the following: agreeing dates; drafting agendas; coordinating papers; arranging room bookings and preparing rooms; updating visitor logs; liaising with speakers and attendees; providing refreshments; facilitating virtual attendance during meetings; taking notes; proactively managing the actions.
- Project support, including:
 - organise a range of external meetings (e.g. workshops, interviews, advisory panels etc), with occasional support to the events team in delivery of some larger scale events;
 - proofread and format documents, presentations and reports as required, including organising references and collating appendices and supporting materials;

- undertake background research and complete routine data entry tasks as required, under the direction of relevant project leads;
- set up, maintain and develop electronic filing systems.

Work with the Resources Manager, Communications & Operations Assistant and other staff to provide general support across the Nuffield Trust:

- Answer incoming telephone calls and direct them to relevant individuals.
- Answer the remote door entry system, guiding visitors and suppliers as appropriate.
- Manage relevant generic email inboxes and calendars (including checking meeting rooms have been correctly booked and ensuring there are no conflicts).

Contribute to the Trust's values:

- Uphold the ethos of the Nuffield Trust, demonstrating a commitment to our principles of objectivity and equal opportunities.
- Understand and apply the principles of information governance and abide by Nuffield Trust policies.
- Undertake any other duties which may reasonably be required in furtherance of the objectives of the Trust.

Person Specification

Essential experience

- Experience of working calmly under pressure and to tight deadlines.
- Evidence of strong IT skills, including experience with business software like Microsoft Office, particularly online diary management
- Evidence of excellent interpersonal skills, with the ability to build good working relationships with people at all levels of seniority.

Skills and abilities

- Self-motivated and capable of working autonomously, with a strong sense of time management. Able to recognise when to seek guidance or support.
- Excellent attention to detail, with the ability to identify and fix errors within work.
- Excellent organisational skills, with the ability to plan and prioritise multiple tasks effectively in order to meet deadlines.
- Able to communicate information and ideas clearly and simply, with a variety of people, both verbally and in writing.
- A creative thinker who looks for opportunities to improve the way things are done and can demonstrate a high level of initiative.
- Good level of general numeracy.
- Strong professional integrity, with a clear understanding of the importance of maintaining confidentiality.
- Strong team player, with a flexible, proactive and positive approach to work.
- A commitment to diversity, equity & inclusion in working relationships and practice.
- A strong commitment to learning and developing to improve performance and a keenness to learn new skills and provide support to colleagues.

Desirable experience

- Experience of working in a health service or third sector (charitable) organisation.

All staff are required to work within Nuffield Trust's policies, ensuring these are carried out in relation to the job, e.g., Confidentiality; Data Protection; and Diversity, Equity & Inclusion.

All staff may be asked to undertake other duties and responsibilities appropriate to their level, as determined by their Line Manager, on an occasional basis.

This Job Description reflects the requirements of the post at the time of writing. The needs and circumstances may change over time and therefore the Job Description may need to be reviewed in the light of any such changes which may occur.

Health and Safety

Employees of the Trust are required to be aware of, and observe fully, the employee duties under the Health and Safety at Work Act and to observe all Nuffield Trust policies related to health and safety and risk management.

Data Protection

Your attention is drawn to the confidential nature of this post. Disclosures of confidential information or disclosures of any data of a personal nature can result in prosecution for an offence under Data Protection Legislation or an action for civil damages under the same Legislation in addition to any disciplinary action taken by the Trust, which might include dismissal.

Diversity, Equity and Inclusion

The Nuffield Trust is committed to ensuring equity for its employees and job applicants and will value and respect their diversity. We recognise that everyone has a contribution to make, and we aim to ensure that all staff, Trustees, volunteers, organisations and individuals with whom we have contact will be treated fairly and in an unbiased way. The Nuffield Trust is committed to actively promoting equity and diversity and will work to address unfair treatment, discrimination and prejudice where found within the workplace and in its work. We will work within the current legislative framework to promote best practice. This includes making every effort to accommodate reasonable adjustments needed to support people with their work.

To ensure the continued development of equity and diversity, all applicants are asked to provide information about how they identify themselves as part of the application process. You are not obliged to answer the questions, however, the more information you supply, the more effective our monitoring will be. If you choose not to answer any or all of the questions, it will not affect your application. Any information you do supply is kept strictly confidential and will be used solely for monitoring purposes. The selection panel will not see this information.

You are encouraged to communicate any reasonable adjustments we can make to support your application.

Benefits

The Trust offers a competitive benefits package including a defined contribution pension scheme (with 14% employer contribution), death in service insurance and an Employee Assistance Programme. Eligible employees also have access to a number of other benefits including interest-free travel loans, a cycle to work scheme, and enhanced maternity, paternity and

parental leave pay.

We operate a hybrid working policy which supports a mix of office and remote working. Annual leave is 28 days per year. This rises to 30 days per year on completion of 5 years' service with the Trust. All Annual leave is calculated pro rata for part-time positions.

The Trust also encourages personal development and training programmes for all employees.

Terms of Appointment

This is a full time (35 hours per week) permanent appointment based in London. Flexi-time is available to all staff and further flexible working requests, including part time working (minimum four days/week), will be considered.

The remuneration for this position is £29,420 per year.

The appointment will be subject to receipt of two satisfactory references and evidence of the right to work in the UK.

Application and Selection Process

Candidates wishing to apply should submit a detailed CV and complete the Trust's Application Form via the [online web portal](#).

Any queries should be directed to

Email: recruitment@nuffieldtrust.org.uk

The closing date for applications is 23:59 on Monday 6 May.

Shortlisted candidates will be invited to interview on Tuesday 14 May.

Nuffield Trust is an independent health charity. We aim to improve the quality of health care in the UK by providing evidence-based research and policy analysis and informing and generating debate.

 For more information about Nuffield Trust, including details of our latest research and analysis, please visit www.nuffieldtrust.org.uk

 Subscribe to our newsletter:
www.nuffieldtrust.org.uk/newsletter-signup

 Follow us on Twitter: [Twitter.com/NuffieldTrust](https://twitter.com/NuffieldTrust)

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