University of Nottingham
UK | CHINA | MALAYSIA

Job title	Patient and Public Involvement and Engagement Coordinator	Job family and level	Administrative, Professional and Managerial Level 3
School	School of Medicine / Mental Health and Clinical Neurosciences	Location	Jubilee Campus

Purpose of role

The purpose of the role is to provide proactive and comprehensive support with the administration, co-ordination and delivery of Patient and Public Involvement and Engagement activities for the MindTech research team. The NIHR MindTech HealthTech Research Centre was formed in 2013 to accelerate the development and evaluation of new technology to address unmet clinical needs related to mental health. A key part of our approach is working in partnership with people with lived experience of mental health difficulties.

You will support the Senior Patient and Public Involvement Manager by providing high-level support for the administration and delivery of patient and public involvement and engagement activities across a wide variety of MindTech research projects. Primary responsibilities will include: seeking out information and processes to support colleagues in planning PPIE activities; organising and facilitating PPIE meetings and focus groups and collecting feedback; supporting lived experience volunteers to take part in activities; administrating PPIE monitoring and payment processes. You will also provide effective advice and support for members of the research group to facilitate applications for external research grant funding.

The duties and percentage time allocation provide an indication and framework for the role and should not be regarded as a definitive list or allocation. Other reasonable duties commensurate with the grade, spirit and purpose of the post may be requested. You will be expected to work flexibly to support staff in the research group.

The School of Medicine recognises the importance of continuous professional development; therefore, the role holder will be provided with opportunities, and structured support and encouragement, to engage with professional development.

To find out more about the School of Medicine, its values, vision, teaching and research, please see our further information leaflet.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% Time per year
1	**Patient and Public Involvement and Engagement** • Active planning and organisation of online and in person PPIE activities. This will include sourcing venues, advertising events and liaising with	80%

	volunteers; ensuring attendees with special requirements are catered for; developing and collating presentations and documents; coordinating content; troubleshooting on the day; evaluation of events; costing events. • Facilitation of PPIE groups and events, working in partnership with project Principal Investigators and the Senior PPIE manager • Work closely with staff, partners and people with lived experience to provide support with ongoing research projects and new grant applications. • Act as a point of contact for academics, researchers, and PhD students within the group, helping to resolve queries, disseminate key information, and support the set-up of meetings and events. • Lead the administration of PPIE expense claims; resolving queries from public contributors; liaising with researchers and partners within the School of Medicine and Nottinghamshire Health Care Trust to ensure expense claims are accurate and processed in a timely manner; maintaining detailed records of expenses both centrally and across individual research grants. • Contribute to the development of systems and processes to support and monitor PPIE activities; ensuring systems are set up to collate meaningful data and are usable for staff and volunteers. • Maintain information that will contribute to progress reports for MindTech leadership team and research funders. • Lead the monitoring of completion of PPIE activity and impact logs by researchers and lived experience volunteers, supporting people where necessary to increase compliance. • Comprehensive and proactive support for MindTech Involvement Team meetings including organisation of a rolling programme of meeting dates, preparation and management of agendas, researching, collating and/or organising material for inclusion in the agenda. • Support with preparing information to present to MindTech leadership team on the status of activities and maintain accurate lists of ongoing activities. • Proactively support and deliver the communication of PPIE activities, information, opportunities, and outputs. • Take a proactive approach to support Senior PPIE manager and Research Leads with the co-ordination needed to deliver research plans, working in a joint capacity with other MindTech staff where required.	
2	**General support** • To lead on ensuring accurate records of KPI metrics are kept, e.g., publications, grant applications, esteem and impact measures, to support grant applications and for annual reporting • To provide coordinated support to maintain and update the group's website and social media platforms, working with the MindTech and Institute of Mental Health Communications team. • To review and adjust processes, procedures and ways of working to improve effectiveness using lean or relevant principles	20%
3	• Any other duties appropriate to the grade and level of the role	N/A

Person specification

	Essential	Desirable
Skills	- Excellent oral and written communication skills - Excellent numeracy skills - Excellent attention to detail - Ability and willing to learn new skills and procedures - Ability to summarise complex documentation - Excellent interpersonal and organisational skills - Ability to interact sensitively and professionally with patients and service users. - Evidence of a high degree of personal initiative, responsibility and self-motivation, with a proactive approach to problem solving - Evidence of excellent organisational, planning and time management - Proven ability to manage a demanding workload involving multiple projects with accuracy and a high attention to detail despite competing priorities and challenging deadlines - Demonstrable experience of projects delivery - Ability to support and build relationships with people with lived experience of mental health difficulties - Ability to work with minimal supervision - Evidence of planning, managing and coordinating projects and/or activities - Proven ability to work in a team environment, supporting colleagues and sharing expertise - Willingness to learn new skills and procedures - Excellent customer relations - High levels of resilience - Ability to deal with a change - Flexible team player willing to do what it takes to get the job done; adaptable and enjoys a challenge	Facilitation skills, with attention to power dynamics and inclusivity.
Knowledge and experience	Significant experience of working accurately with finance or numerical data	Experience of Mental Health research

	- Knowledge and awareness of the research life cycle - Knowledge and awareness of Patient and Public Involvement and Engagement - Experience of facilitating small groups such as workshops and focus groups. - Excellent knowledge of MS Office 365 suite (Teams, Outlook, Word and Excel) - Significant relevant office experience - Experience of planning and prioritising own workload in response to differing needed and delivering to tight deadlines - Knowledge of financial procedures relating to research grants	- Experience of patient and public involvement, peer work or equivalent - Experience of using online collaborative working tools (e.g. Mural, Miro).
Qualifications, certification and training (relevant to role)	- HNC/HND, or equivalent qualifications plus - English and Maths at GCSE or equivalent OR - Substantial work experience in further or higher education	Educated to degree level, or equivalent
Statutory, legal or special requirements	- Awareness of University, funding bodies/partners procedures, policies, regulations and relevant legislation application to the research life cycle - Satisfactory enhanced disclosure obtained from the Disclosure and Barring Service	Understanding, interpretation and application of Patient and Public Involvement and Engagement in health research.
Other	- Ability to work out of hours (evenings and weekends) on occasion, to support PPIE activities. - Adopting and delivering to the School of Medicine's Professional Services Service Excellence Standards - Willingness to adopt the vision and values of the School of Medicine.	

Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

Valuing people   Is friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.

Taking ownership   Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as Health & Safety, Equality, Diversity & Inclusion, and other considerations

Forward thinking   Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.

Professional pride   Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.

Always inclusive   Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area

Key relationships with others

Line manager

> Senior Patient and Public Involvement and Engagement Manager

Role holder

> Patient and Public Involvement and Engagement Coordinator

Key stakeholder relationships

> Colleagues
>
> Lived experience Volunteers
>
> MindTech partners and external stakeholders