



Job Title:	Public Engagement Administrator
Department:	UCL Interaction Centre (UCLIC: http://www.ucl.ac.uk/ucl-ic/)
Grade:	7
Reports to:	Project Manager
Staff Supervised:	None
Length of Contract:	From 1 November 2009 (or as soon as possible thereafter) to 30 September 2015.
Place of Work:	Based in the UCL Interaction Centre in, Malet Place Engineering Building (8 th floor), Malet Place, WC1E 7JG.

BACKGROUND

The postholder will join a world-leading team of researchers from UCL, Swansea University, Queen Mary, University of London and City University working on a new long-term EPSRC Programme Grant, “CHI+MED”. Its aim is to make interactive medical devices easier to use and so safer.

Medical errors in the UK are estimated to kill or seriously injure 74,000 a year. Many of these involve mistakes using interactive medical devices such as pumps that give drugs for treatment/pain relief of cancer patients, and glucometers that measure blood sugar levels for diabetics. Reliance on such interactive medical devices is growing, both in clinical settings and, increasingly, for patients without direct clinical supervision. Their ease of use and reliability is therefore critical. Incorrectly setting up a device or incorrectly making readings can result in incorrect treatment, even patient death. Good design can often prevent such mistakes being possible in the first place.

CHI+MED will improve safety by a scientific approach to understanding and designing out errors. The focus is on better interaction design. That involves studying not just device interfaces but the way people use them in a given context. CHI+MED will study the design and use of devices, in both controlled settings and in hospital and home settings.

The project includes a major stakeholder engagement strand working with those who design, purchase, deploy and use devices, to deliver improvements in their design and selection and in the training of users. It will also include engagement work with the general public to increase understanding about the nature of human error and its causes within healthcare situations. The ultimate aim of this aspect of the project is to build on the science of the

project to make a transformational change in the way devices are designed, procured and used and thereby improve patient safety. CHI+MED will both save lives and improve the standard of living, particularly of those with long-term illnesses.

JOB DESCRIPTION

SUMMARY OF MAIN JOB FUNCTION

The post is to organise and contribute to the public and stakeholder engagement aspects of the CHI+MED research project (www.chi-med.ac.uk).

SUPERVISION RECEIVED

The Administrator will work closely with the CHI+MED project manager, and with researchers on the project. The Administrator reports to the project manager, but is expected to manage her/his duties effectively and without close supervision.

HOURS OF WORK

The post is at 0.4 FTE, equal to 14.6 hours per week. There is considerable flexibility as to actual working hours, and the work can be spread over 2 or more days a week. However, you should normally work for at least part of the 2 days a week when the project manager is at UCLIC. There may also be specific days in particular weeks that you will need to work, e.g., to attend workshops you are organising.

DUTIES AND RESPONSIBILITIES

The following is a description of the main duties undertaken. It is not intended as a complete list:

Stakeholder engagement

The main activities include:

- Building and maintaining effective communications with relevant stakeholders, including patient safety groups, equipment manufacturers, clinicians, hospital procurement staff and the general public.
- Working with researchers on CHI+MED to devise and deliver both traditional and novel means of engaging with a range of stakeholders across the project.
- Organising events such as workshops between researchers and stakeholders.
- Liaising with external designers of website and publicity materials.
- Writing and overseeing the production of public dissemination materials.
- Co-ordinating the production of multi-media materials such as publicity videos and exhibition stands.
- Maintaining and adding new content to the project website.
- Gathering and analysing data measuring the effectiveness of stakeholder engagement activities in the project and writing reports on the results.
- Maintaining appropriate databases, keeping accurate written and computerised records and ensuring that these records are stored in a secure place, and maintaining confidentiality of all electronically stored personal data in line with the provisions of the Data Protection Act.
- Keeping up to date with subject related and professional issues, in particular, developments in the subject area.

Other duties

The Administrator works as one of the two members of the CHI+MED administrative team, and as such is expected to assist the project manager with general administrative tasks and to provide temporary cover when the project manager is away.

The job will involve attendance at certain of the CHI+MED meetings and events outside of London.

This job description details the majority of the duties which are at the core of the Administrator's role. However, the post requires adaptability to changing needs and will necessarily include other such tasks as may be required from time to time.

PERSON SPECIFICATION

Information Technology Skills:

- Fluent with standard office software including databases, spreadsheets, word processing, and email (essential);
- Able to produce documents for the web using web-publishing software (desirable, but training will be given to the successful applicant);
- Able to adapt to new software and systems quickly (essential);
- Proven experience of using IT successfully, and to a high standard (essential).

Effective Working Practices:

- Strong organisational skills using methodical approaches and paying close attention to detail (essential);
- Ability to work effectively under pressure, managing workloads, prioritising tasks effectively and having excellent time management skills (essential);
- Ability to work as part of a team, sharing information and ideas, and supporting colleagues (essential);
- Ability to work independently and proactively, using good judgment and initiative (essential).

Personal Attributes:

- Ability to communicate effectively to a range of audiences, both orally and in writing (essential);
- Aptitude for public engagement work (essential).

- Will be expected to pass appropriate police screening to work with children (essential). Note that this screening (CRB) may take place during the probationary period of the job, and passing the screening is a condition of passing probation.

Skills and Education:

- University degree or equivalent relevant experience (essential);
- Relevant higher degree (desirable);
- GCSE English Language at grade A or above (or equivalent) (essential);
- Good written skills including an ability to accurately translate technical material for non-specialist audiences (essential);
- GCSE Mathematics at grade C or above (or equivalent) (essential);
- Good numeracy skills (essential).

Work Experience:

- At least two years' experience of relevant office work (desirable).
 - Experience in research or the Higher Education sector (desirable).
 - Experience of public engagement or public relations work (desirable).
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TERMS AND CONDITIONS for Support Staff in grades 7 and above

SALARY

The post is graded as Grade 7, the salary for which ranges from £28,839 to £35,469 (excluding London Allowance of £2,781).

Progression through the salary scale is incremental, with staff moving to the next point on the scale on 1st August each year, until they reach the top point, which for grade 7 is point number 36. Please note however that, should 1st August fall within your probation period, you would not receive an automatic increment that year.

Cost of living pay awards are negotiated nationally and are normally effective from 1st August each year. The current salary scale can be found on the HR web pages at:

http://www.ucl.ac.uk/hr/salary_scales/final_grades.php

PROBATION

Appointments are subject to receipt of satisfactory references and a probationary period of 9 months.

HOLIDAYS

Annual leave is 27 working days for a full time member of staff.

UCL also closes for a period at Christmas and Easter, at which times staff benefit from a total of 6 'closure days' in addition to Bank Holidays.

PENSION

The postholder will be eligible to join the Universities Superannuation Scheme (subject to the Scheme's rules and regulations), which is a final salary scheme with a current employee contribution rate of 6.35% and a current employer contribution rate of 14% of salary.

SEASON TICKET LOANS

A season ticket loan is available to staff who have successfully completed their probationary period with the facility to repay through a monthly deduction from salary.

OTHER BENEFITS

Other benefits of joining UCL as a staff member are many and include:

- Access to an extensive range of in-house staff development opportunities. Staff have full use of the UCL libraries and UCL operates a Study Assistance Scheme for those undertaking part-time work-related study.
 - An excellent location for transport networks being near Euston, Kings Cross and St. Pancras stations and a choice of underground stations connected to London's other mainline stations. A wide range of bus routes serves the area.
 - UCL lies in Bloomsbury, just north of Oxford Street, Covent Garden and the heart of the West End with access to shops, theatres, cinemas, bars and restaurants. UCL also has its own 550 seat West End arts venue (Bloomsbury Theatre) which hosts drama, dance, music, debates and lectures during the year.
 - The main campus has subsidised cafeterias/bars and shops, gym, hairdresser and a travel agent. UCL staff can also benefit from corporate membership at a Tottenham Court Road gym.
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