

Key Roles & Responsibilities

Job Description: **Clinical Trials & Patient Access Officer**

Hours: Full-time (35 hours) reflecting the global business responsibilities of the company
Reporting to: Business Development Manager
Salary: £23,500 rising to £24,000 after successful probation

CHARITY BASED ORGANISATION

SPECIFIC AREAS OF RESPONSIBILITY INCLUDE, BUT ARE NOT LIMITED TO:

- Providing in depth logistical support to patients and/or their carers to enable them to access clinical trials globally
- Understanding the complex needs of patients attending clinical trials, and act as a liaison between patients and clients when dealing with requests and queries where required
- Maintaining regular communication and building strong working relationships with clinical trial sites, clients, patients and service providers globally.
- Supporting clients with clinical trial start up, where appropriate. This may include providing guidance on key considerations during the clinical trial set up period and the submission of essential documents
- Having responsibility for the out of hours phone on a rotation basis to manage out of hours emergencies across different time zones
- Traveling to clinical trial sites globally to complete site visits, which will include meeting with the clinical trial team and assessment of local accommodation
- Working within strict confidentiality guidelines at all times

GENERAL AREAS OF RESPONSIBILITY

Answer the telephone, taking detailed messages or passing on calls as appropriate

Represent client as appropriate at meetings and events including the client Conference

All seconded members of staff are expected to participate in appropriate team meetings and attend training events relevant to their specific responsibilities

The post holder will be expected to assist with any reasonable duty at the request of their line manager

PERSON SPECIFICATION

- Educated to GCSE A-C standard or equivalent (English and Maths essential)
- Demonstrates strong critical thinking skills, with a problem solving attitude
- Ability to prioritise and manage multiple tasks with efficiency
- Excellent customer service skills
- Strong attention to detail
- The candidate must be able to work individually and as part of a team, communicating effectively with colleagues and follow verbal and written instructions.
- Ability to adapt to the demands of a fast paced environment is required
- Good IT skills, including Word, Excel and Outlook.
- Self-motivated and able to function with minimum supervision
- Any second / third language would be useful but not essential

The successful applicant will be required to undergo a DBS check prior to taking up position in the role