

The University of KwaZulu-Natal (UKZN) is committed to meeting the objectives of Employment Equity to improve representivity within the Institution. Preference will be given to applicants from designated groups in accordance with our Employment Equity plan

COLLEGE OF HEALTH SCIENCES

**STUDY ADMINISTRATOR
(1-Year Fixed-Term appointment, renewable)
DIABETES AND ENDOCRINOLOGY SCHOOL OF CLINICAL MEDICINE
MEDICAL SCHOOL CAMPUS**

REF NO.: T/CM17/2021

The Department of Diabetes and Endocrinology is seeking a dynamic and experienced individual to fill the position of Research Coordinator for the DISCOVER ME-SOUTH AFRICA (DMSA) study, through a partnership between University of KwaZulu-Natal (UKZN), Inkosi Albert Luthuli Central Hospital (IALCH) / Department of Health (DOH) and Omnigen Biodata Limited, UK.

The aim of the study is to create a dynamic resource of demographic, health and genetic data to understand clinical disease progression and informed risk prediction. The study will enroll up to 100,000 participants (patients) attending IALCH over a two-year period, and integrate their electronic health record (EHR) with genetic data. The incumbent will be based in Durban, at IALCH and Medical school Campus.

The successful candidate will be responsible for providing administrative support to the UKZN Study Coordinator and to liaise with participants.

Furthermore, the successful candidate will be responsible for:

- Management of the study electronic Investigator Site File
- Maintaining study documents and files
- Assisting the Study Coordinator to ensure study delivery and resolve issues to completion
- Coordination of transport of biological samples collected for the study
- Printing completed participant consent forms at the request of enrolled participants
- Taking ownership for professional and timely resolutions of participant queries, in line with the study protocol and related participant materials
- Responding to participant queries in person, by email or by phone and handling these in a compassionate manner
- Assisting participants in accessing their online participant portal and printing summary information as required
- Escalating complex or difficult queries to the Senior Study Coordinator as required
- Maintaining a record of participant queries using the in-house system
- Adhering to guidance and instructions for responding to participant queries

Minimum Requirements:

- At least 2 years' experience in a customer service or administrative role in research studies
- A qualification in administration or science-related field

Essential Requirements:

- Fluent in English and Zulu
- Excellent verbal and written communication skills
- Ability to deal with difficult or pressured situations
- Reliable, resilient and have a meticulous attention to detail
- Proficiencies in MS Office Suite – Word, Excel, MS Project, PowerPoint

This post reports to the Senior Study Coordinator. Enquiries regarding this post may be directed to Mrs C Vedralankar on 0312604537. The job profile is available from Mrs C Vedralankar e-mail: vedalankarc@ukzn.ac.za. You are invited to visit the College website at <http://chs.ukzn.ac.za/Homepage.aspx>

The total remunerative salary is R 184 678 per annum. The closing date for receipt of applications is 11 October 2021. The University reserves the right not to make any appointment.

Applicants are required to complete the relevant application form which is available on the Vacancies website at www.ukzn.ac.za. Completed forms may be sent to vedalankarc@ukzn.ac.za.

The Advert Reference Number MUST be clearly stated in the email subject line.