**Job Description**

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| **Job Title:** | Business Administration Apprentice |
| **Base:** | Great Western Hospital, Swindon |
| **Grade:** | Apprentice |
| **Reporting to:** | Department Manager |

**Our Values**

Our STAR values are at the heart of everything we do. You can expect to see them in the way we act and the way we treat each other. Our values make us who we are.

**Service** We will put our patients first

**Teamwork** We will work together

**Ambition** We will aspire to provide the best service

**Respect** We will act with integrity

**Main Purpose of the Job**

To provide under supervision and following appropriate training an efficient and effective clerical and administrative support service to the organisations team in accordance with relevant policies and procedures.

**Responsibilities and Duties**

Working in an Administration Teams to efficiently undertake basic administration and clerical duties which may include the following duties as directed:

To maintain strict confidentiality at all times and handle sensitive information in a mature manner

Data input, data extraction, photocopying, faxing, filing and typing duties as directed. To

accurately enter data into our software system as appropriate andmaintain filing systems in line with organisational Policies and Procedures.

To deal with internal and external post and emails on a day to day basis, assist with incoming and outgoing post tasks and to collect, sort and distribute incoming/outgoing mail.

To support the teams to maintain accurate, timely and legible records, to obtain and retrieve records as requested.

To answer/deal with queries, both face to face and via the telephone, take messages

and pass them on to the relevant member of staff in an appropriate and timely manner. To respond to face to face and telephone enquiries in a friendly, courteous and professional manner, recording any messages efficiently and passing them to the relevant member of staff in an appropriate and timely manner

To provide appropriate reception cover and provide excellent customer care to our visitors;

meeting and greeting as required**.** To liaise and interact with other users and colleagues as and when required in a professional manner.

Attend and take part in team meetings and regular reviews with line manager etc. Attend meetings and participate in relevant training programmes as requested by the organisation.

To assist the team with the necessary arrangements for events run by the organisation.

To sign a learning contract with the training provider and adhere to the agreement.

To use resources as effectively as possible

To be a flexible and supportive member of the Administration Team.

**Patient Care**

Patient contact is incidental in this role

**Budget Responsibilities**

Not applicable – this is not a budget-holder post.

**Responsibilities for People or Training**

Not applicable – this is not a post with responsibilities for staff or training.

**Other Factors**

All staff will support their managers to make efficient and effective use of resources. All staff are responsible for identifying any actual or potential deviation from budgets and are to work with the budget holder or manager to find effective ways of handling it.

All staff must ensure they use resources in a manner consistent with organisational objectives and policies, ensuring that resources are realistic, justified and of clear benefit to the organisation.

Has a responsibility to participate in regular performance review in line with department development plan

All staff has a responsibility to undertake statutory and mandatory training as deemed appropriate

*In addition to the duties and responsibilities listed above, the post-holder may be required to perform other duties assigned by the supervisor/manager from time to time*

**Flexibility**

This job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This role profile is intended to provide a broad outline of the main responsibilities only.  The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.

**Supplementary Information**

This job description should be read alongside the Supplementary Information provided on NHS Jobs for applicants and alongside the Employee Handbook for current staff members.

**Person Specification**

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The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and by your referees.

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| **Criteria** | **Essential** | **Desirable** |
| **STAR Values** | We will expect your values and behaviours to reflect the STAR Values of the organisation:  **Service** - We will put our patients first  **Teamwork** - We will work together  **Ambition** - We will aspire to provide the best service  **Respect** - We will act with integrity |  |
|  | | |
| **Education, Qualifications and Training** | * 4 GCSE’s grade A\*- D / 3-9 * Ability to meet Level 1 literacy at selection * Ability to meet Entry level 3 Numeracy at selection * Willing to work towards apprenticeship framework. |  |
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| **Experience** | * Demonstrate an understanding of customer care when liaising with the public on the telephone, electronic and / or face to face * Ability to communicate effectively and sensitively | * Experience of team working |
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| **Knowledge and Skills** | * Ability to work under supervision and confidence to seek advice when appropriate * Accuracy and attention to detail * to be able to work to deadlines * Basic computer skills i.e. able to use email and internet to send and retrieve information * Ability to maintain strict confidentiality at all times | * Able to carry out basic clerical tasks following instruction * Evidence of ability to complete tasks effectively |
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| **Other**  **Job-Related Requirements** | * Willingness to participate fully in an apprenticeship training programme * To have a professional appearance at all times and be willing to adhere to the relevant dress code * Willingness to travel to meet the demands of the post and training requirements (local travel pass will be provided) * Ability to work the hours required of the post * Ability to receive workplace health clearance for the post. * Willing to work in other areas of the Trust or Trust-wide as and when required to do so. | • Friendly, efficient and willing to use initiative |