**Job Description**

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| **Job Title:** | Business Administration Apprentice |
| **Base:** | Great Western Hospital, Swindon |
| **Grade:** | Advanced Apprentice Level 3 |
| **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 an efficient and effective clerical and administrative support service in accordance with relevant policies and procedures.

This job offers an excellent opportunity for those with previous administrative experience to continue to develop whilst implementing administrative services within a specialist area. Employed within a supportive team whilst you work towards the completion of a Level 3 Business Administration Qualification

**Responsibilities and Duties**

To provide administration support for the team.

Contribute to the development and implementation of administrative systems within the department. Including running projects to change the departmental level administrative processes, improving the service provided to Trust staff and colleagues within external organisations.

Provide administrative duties for specific processes. Developing the administrative systems to provide an efficient service for staff within the organisation.

Undertake data input and data extraction from information systems. To accurately enter data into our software system, monitoring accuracy of information andmaintaining filing systems.

Maintain accurate, timely and legible records, obtain and retrieve records as requested.

Manage internal and external communication such as emails and telephone calls on a day to day basis. Respond effectively and efficiently to members of staff and external colleagues contacting the department. Liaise and interact with other members of staff, colleagues and external organisations in a professional manner.

Plan, organise and support meetings and events run by the department

Use various software packages including Word, Excel and Powerpoint to prepare presentations

Independently organise and prioritise work, and seek direction when required

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

Participate in relevant training programmes as requested by the organisation.

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

**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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| **Job Title:** | Business Administration Advanced Apprentice |
| **Base:** | Great Western Hospital, Swindon |

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 |  |
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| **Education, Qualifications and Training** | * 5 GCSE’s grade A\*- C / 4-9 or equivalent level 2 qualification e.g. NVQ / QCF/ BTEC * Ability to meet Level 1 literacy at selection * Ability to meet Entry level 1 Numeracy at selection * Willing to work towards apprenticeship framework. |  |
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| **Experience** | * Substantial administrative experience * 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 independently and confidence to seek advice when appropriate * Accuracy and attention to detail * To be able to work to deadlines and priortise own workload * Good computer skills i.e. able to use email and internet to send and retrieve information, produce reports and knowledge of Excel and Word. Use of Powerpoint to produce presentations * Ability to maintain strict confidentiality at all times | * 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 * 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 |