

APPRENTICE ADMINISTRATION ASSISTANT – ONCOLOGY & HAEMATOLOGY

Candidate Pack



Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone

- You will work in the Oncology & Haematology Centre, helping with reception, booking appointments, and general office tasks.
- Welcome patients and visitors, check them in, and make sure they feel supported.
- Answer phone calls politely, pass on messages, and help with questions.
- Book, change, and cancel patient appointments, following hospital rules and priorities.
- Keep patient records accurate and up to date, using computer systems and paper files
- Learn and develop skills through training and a Level 3 Business Administrator Apprenticeship.

Job Description

Job title:	Apprentice Administration Assistant
Grade:	National Apprentice Wage
Site:	The Royal Shrewsbury Hospital
Accountable to:	Assistant Operations Manager
DBS required:	Yes

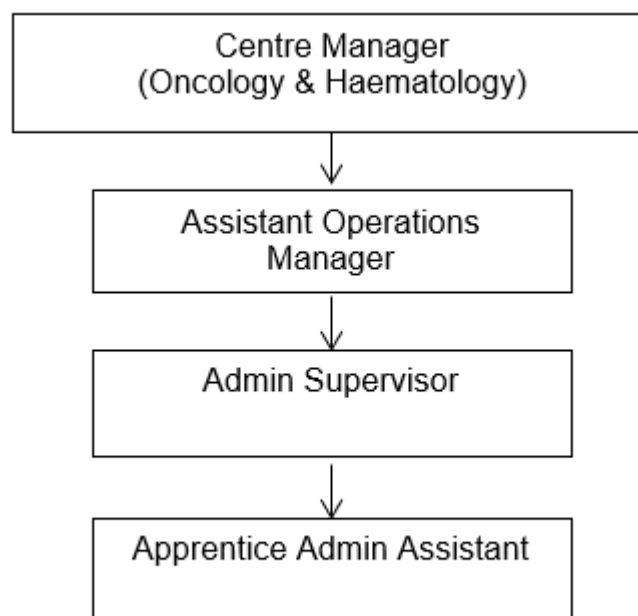
Job Purpose

Working under direction and supervision to develop the skills and knowledge, with training and support and through the achievement of the Level 3 Business Administrator Apprenticeship, to be able to carry out the tasks expected within the role. The post holder will work in the Oncology & Haematology Centre, which includes the Reception, Booking Office, Chemotherapy Day Unit, Haematology Day Unit & general office duties. Induction Training to be given in the Department with specific training on all systems in each area where appropriate.

1. To provide reception cover, arriving patients on patient systems and welcoming service users, their caregivers and visitors.
2. To answer incoming calls in a prompt and friendly manner, some of which may be non-routine and may involve information of an emotional and distress. To connect caller to desired member of staff, another appropriate person or take a message.

3. To operate and maintain an efficient and effective planning service for outpatient appointment booking, according to the requirements of clinical priority, local and national guidelines, taking note of clinical priority, long waits, clinician availability and case mix.
4. Develop and maintain effective communication skills to ensure a high-quality service is provided when liaising with patients, GP's and all other internal and external contacts to ensure patient's appointments are appropriately made and that clinics run efficiently. To maintain good communication with health professionals and other groups within the Trust to ensure that patients receive appropriate and timely care

Organisational Chart



Main Duties and Responsibilities

- To use the Trust's Patient Administration Systems (PAS); Careflow, Clinical Portal, CRIS and Aria and to be responsible for inputting accurate patient data.
- To receive patients and visitors to the Centre, informing the relevant individual of their arrival in a professional manner.
- To take accurate messages (telephone, e-mail, written and retrieving from Voice Mail) for the Centre and action appropriately.

- Dealing with enquires both on the telephone and face to face from patients, colleagues, health professionals, GP surgeries and other external stakeholders, providing information to patients and signpost to other services/departments.
- To answer queries within own range of knowledge, using own initiative, signposting, and seeking assistance where required.
- To sort and distribute mail.
- Develop and maintain a knowledge and expertise of all Health Records both paper and electronic in order provide a comprehensive service to all patients.
- To assemble, maintain and collate patients' records in the department for both outpatient and day case appointments.
- To scan patient documentation and notes onto Clinical Systems as required.
- Photocopy and print patient documentation, collate patient leaflets as required.
- To ensure that patient records are filed correctly, and that filing systems are maintained in accordance with trust policy.
- Ensure that when handling patient information, or discussing patient needs, confidentiality guidelines are strictly adhered to, and that close attention is given to the Trust's Confidentiality Policy and Information Governance guidelines.
- To provide clerical support as agreed with the Assistant Operations Manager or Administration Supervisor.
- To view, book, cancel and reschedule appointments as appropriate, ensuring accurate entry to schedule, managing scheduling and paperwork.
- To assist with patient transport bookings
- To discharge patients from patient administration systems and send discharge letter.
- To participate as a member of the Oncology and Haematology Centre, sharing duties and responsibilities, including covering during staff absences. A knowledge of all areas will be required.

- To review issues and service developments affecting the Oncology and Haematology Centre administration within Radiotherapy and Chemotherapy as delegated by the Administration Supervisor.
- To meet performance standards specific to the area they are working in.
- To actively participate in team meetings and huddles as appropriate.
- To liaise with Centre staff to ensure that levels of stock and supplies for stationery and equipment are maintained as indicated by the needs of the service.
- To report any problems with office equipment to the IT group, and other department equipment to the appropriate agency.
- To report estates and maintenance requests on appropriate system as required.
- The post holder may be required to complete other duties as necessary or work across site to support the team at PRH on occasions

Responsibilities for Education and Training

- Work towards the achievement of the Level 3 Business Administrator Apprenticeship within the identified timescale.
- Ensure own mandatory training is undertaken for non-clinical staff (such as safe moving and handling, fire prevention etc) and attend other relevant training programmes to keep up to date.
- Take part in the Personal Development Review process, identifying own training needs for continued personal development.
- Participate in regular supervision

Communication and Relationships

Patients, Consultants, Medical staff, medical secretaries, Radiotherapy and Chemotherapy staff, Specialist Nursing staff, ward clerks, other hospitals and members of the public.

Person Specification

ELIGIBILITY

To be eligible for the apprenticeship, the postholder must meet the Apprenticeship funding rules:

- Can be any age post full-time education 16+,
- Cannot already be on an Apprenticeship or any Government funded training,
- Cannot have a qualification at the same or higher level in the same vocational area. (There needs to be significant new learning.)
- Needs to be eligible for funding by living in the UK for 3 years or more or fits criteria in funding rules
- Has been a UK resident for 3 or more years.

Or

Meets the eligible and valid residency status and permission to work in the UK criteria in Annex A of the linked funding document:

Apprenticeship funding rules 2025 to 2026

	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• Minimum of 4 GCSEs or equivalent A* - C (9 – 4) (including Maths and English Language or equivalent).• Must meet minimum requirements as set by the training provider to access the Apprentice programme.• Eligible to undertake the Apprenticeship (please see above)	<ul style="list-style-type: none">• IT qualification

Experience	<ul style="list-style-type: none"> • Formal paid work experience is not essential. 	<ul style="list-style-type: none"> • Paid or unpaid work experience demonstrating an ability to attend work on a regular basis • Experience of team working • Experienced user of Microsoft Office for work / personal / school purposes
Knowledge and skills	<ul style="list-style-type: none"> • Basic working knowledge of Microsoft Word, Excel and Outlook • Able to work under supervision asking for help and advice when appropriate. • Able to carry out routine clerical tasks following instruction. • High level of accuracy and attention to detail. • Able to work as part of a team • Able and willing to learn how to communicate effectively and sensitively with colleagues, patients and others from a variety of backgrounds. • Able to understand the importance of confidentiality and to maintain confidentiality at all times as necessary 	<ul style="list-style-type: none"> • Ability to touch type • Evidence of ongoing commitment to achievement of long-term goals (eg. Attainment of Duke of Edinburgh award, volunteering experience, part-time work experience) • Able to work unsupervised for short periods

Other	<ul style="list-style-type: none"> • Flexible approach 	
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General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must

be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and

thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

