

# LEGAL SERVICES APPRENTICE

## Candidate Pack



# Colleague Benefits

## General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

## Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

## Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

## Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms



# Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level – from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction – between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

## C.A.R.E. Meaning and Practice

**Compassion** - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

**Acknowledge** - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

**Respect** - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

**Empower** - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework – it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

### **In daily practice, you can:**

- Take a moment before entering a patient's space – centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions – consider how your approach made the patient or family feel

### **All staff within the Trust are expected to:**

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

## 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.\*\**

- The role supports the Legal Services team by helping with everyday office tasks and record keeping.
- It includes handling requests for health records, answering phone calls, writing simple letters and keeping files organised.
- You will learn how to enter information onto systems like Datix and Careflow and make sure records are accurate.
- You will help the team with reports, surveys and other small projects as you gain skills and confidence.
- Training, support and supervision will be provided to help you complete the Level 2 Customer Service Practitioner Apprenticeship.
- You will work in a professional team, follow Trust values and develop good communication and customer service skills.

## Job Description

<b>Job title:</b>	Legal Services Apprentice
<b>Grade:</b>	Apprenticeship
<b>Site:</b>	The Princess Royal Hospital, Telford
<b>Accountable to:</b>	Line Manager
<b>DBS required:</b>	None

## Job Summary

Legal Services Apprentices will work alongside and take direction from members of the Legal Services Team. The main focus of the role is to provide administrative assistance and support to the team.

In this role the Legal Services Apprentice will gain experience in basic administrative roles by providing support for the Access to Health Records team, Claims (Clinical Negligence, Employee Liability, Public Liability and Compensation and Losses). The role will include inputting of Subject Access Requests (SARs) onto Datix, taking telephone calls and messages where appropriate, writing letters using a template, and will develop their skills, knowledge and competence in data analysis and presentation. The role will support achievement of the Level 2 Diploma in Customer Service Practitioner Apprenticeship.

This will be supported through on the job training, guidance and supervision, attendance at relevant training sessions provided by the Trust and the Training Provider and assessment in the workplace.

This Job Description is intended as a summary; therefore there may be a requirement to occasionally undertake tasks not included but within the level of competence of the jobholder.

## **ORGANISATIONAL POSITION**

Working within the Legal Department under the supervision of the Access to Health Records Team Leader and under direction of the Legal Services Manager.

## **MAIN RESPONSIBILITIES**

To support the Legal Services Department at SaTH, as directed. This will include the following tasks for which full training and supervision will be provided:

- Provide administrative support to the Legal Services team ensuring that all SARs and concerns are managed in line with national and local policy.
- Ensure that all incoming correspondence, both written and by e-mail, is opened, date stamped, and brought to the attention of the Access to Health Records Team Leader and when necessary escalated to the Legal Services Manager or Head of Legal Services.
- Provide administrative support to the team, including typing letters, creating files, taking and transcribing meeting notes, maintaining diaries, filing and archiving records and making and receiving telephone calls and enquiries.
- Progress SARs throughout their course and record all actions undertaken in the Datix file, in accordance with departmental procedure.
- Responsible for inputting accurate data onto Datix and other electronic records, as required.
- Act as a point of contact for internal and external telephone calls to the office. Where possible, signpost callers to the appropriate service or liaise with staff to resolve problems in a professional and competent manner. Some callers may be anxious, angry and distressed. Ensure that a written record is made of all calls relating to concerns and that the relevant staff within the team are informed.
- Ensure all health records are tracked using the Patient Document Tracking system. (Careflow)
- Ensure 100% accuracy when copying relevant notes and documents.

- Organise and maintain an efficient and up to-date filing system and ensure that letters, reports and e-mails are filed appropriately.
- Archive relevant files and other documentation and keep accurate records of their location.
- Assist the SARs team compiling reports, undertaking surveys, audits and other projects relevant to the department.
- Responsible for maintaining own professional development and to be aware of current practices and developments within the Trust and the NHS in order to fulfil the role effectively.
- Role model the Trust's values and behaviours.

### **COMMUNICATION AND LIAISON**

1. Communicate with members of the Team on a day-to-day basis in carrying out duties of the role
2. Communicate with individuals requesting access to records, including, but not limited to patients, solicitors, police and the local authority.
3. Communicate with Trust Staff when dealing with queries.
4. Ensure patient confidentiality and data protection guidelines are not breached.
5. Report any concerns immediately to the Legal Services Manager.
6. Refer any queries not covered by departmental Standard Operating Procedures to the supervising Clerical Officer and/or the Legal Services Manager

### **ANALYSIS AND JUDGEMENT**

1. Undertake duties specific to the role, with supervision available as required.
2. Analyse SAR data following training under supervision.

### **PLANNING AND ORGANISATION**

1. Liaise with supervising Clerical Officer to plan own daily workload with support.
2. Liaise with team members to ensure legal deadlines for disclosure are met,

## **PHYSICAL SKILLS**

1. To work flexibly, as appropriate, to meet critical, short term and long term deadlines.
2. The volume and complexity of work is unpredictable and may vary from day to day.
3. To cope with frequent interruptions during periods of concentration.
4. Spend a large proportion of the working day sitting at the computer, and/or photocopying/scanning medical records in preparation for disclosure.

## **POLICY AND SERVICE DEVELOPMENT**

1. Adhere to all Trust and national policies, procedures and guidelines. Act within own level of competence, ask for support where required to interpret and action any of these.
2. Agree and sign a learning contract with the Training provider and adhere to the agreement.

## **HUMAN RESOURCES**

1. Be an integral member of the Legal Services Team, supporting both Team and Directorate objectives.
2. Undertake any work required for the achievement of the qualification. Actively participate in the process of action planning, produce work and evidence in line with the agreed plan. Prepare for, attend and make best use of meetings with the nominated assessor. Participate in relevant training programmes as requested by the Training Provider and the Trust.

## **PHYSICAL AND FINANCIAL RESOURCES**

1. Use office equipment (including Photocopier, Laminator, Computer and all relevant databases) in accordance with training received.
2. Be responsible when using any equipment, reporting any defects immediately to the Legal Services Manager.
3. Utilise resources as effectively and efficiently as possible.

## **INFORMATION RESOURCES**

1. Use of Microsoft Office (Including Outlook, Word, Excel, Publisher and Powerpoint) to complete tasks
2. Carry out analysis of RFI data using Datix

3. Input comments accurately into Datix

**This job description is not intended to be an exhaustive list of duties but to give a guide to the objectives and level of responsibilities within the post.**

### **Legal Services Apprentice**

An Apprentice:

- 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.

Eligible for funding:

- *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 \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

## Person Specification

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Minimum of 4 GCSEs or equivalent A* - C (9 – 4) (including Maths and English Language or equivalent).</li> <li>• Must meet minimum requirements as set by the training provider to access the Apprentice programme (as above).</li> </ul>	<ul style="list-style-type: none"> <li>• IT skills demonstrated through a formal qualification.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• No formal experience in a work environment in an employed capacity required.</li> </ul>	<ul style="list-style-type: none"> <li>• Work experience in a care environment.</li> <li>• Customer service experience, dealing with people on the telephone and face to face.</li> <li>• Experience of team working</li> <li>• Attended a Prince's Trust 'Get into Hospital Services' programme</li> <li>•</li> </ul>
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Basic working knowledge of Microsoft Word, Excel and Outlook</li> <li>• . Ability to work with limited supervision, seeking advice when necessary.</li> </ul>	<ul style="list-style-type: none"> <li>• Microsoft packages e.g. Access and PowerPoint</li> <li>• Evidence of effectively working to deadlines.</li> <li>• Ability to complete tasks effectively.</li> </ul>

	<ul style="list-style-type: none"> <li>• Able to carry out routine clerical tasks following instruction.</li> <li>• High level of accuracy and attention to detail.</li> <li>• An effective team player.</li> <li>• Able to demonstrate attitudes and behaviours that align to Trust Values.</li> <li>• Caring and compassionate attitude</li> <li>• Ability to cope with challenging behaviour</li> <li>• Flexible with ability to prioritise and work to deadlines.</li> <li>• Ability or willingness to learn how to communicate appropriately, effectively and sensitively with a wide variety of people including colleagues, members of the public and external contacts.</li> <li>• An appreciation of the importance of maintaining confidentiality as appropriate to the role</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to work unsupervised for short periods</li> </ul>
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<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• Commitment to undertake and achieve Customer Service Practitioner Apprenticeship at Level 2 within 13 months.</li> <li>• Willing to develop new skills</li> <li>• Professional and smart appearance</li> <li>• Willing to occasionally work at other Trust sites as required (with support to travel)</li> </ul>	
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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.

