

# OPHTHALMOLOGY BUSINESS ADMINISTRATION ASSISTANT 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\*\**

- This role supports the Head & Neck and Ophthalmology teams by providing day-to-day administrative help.
- You will answer phone calls, manage paperwork, and update patient information accurately.
- You will type letters and reports and communicate clearly with patients, GPs, and healthcare staff.
- You will help keep records organised, confidential, and up to date using computer systems.
- You will work as part of a team, managing several tasks and meeting deadlines in a busy office.
- You will complete a Level 3 Business Administration Apprenticeship while developing new skills at work.

## Job Description

<b>Job title:</b>	Business Administration Assistant Apprentice
<b>Grade:</b>	Apprenticeship
<b>Site:</b>	The Royal Shrewsbury Hospital
<b>Accountable to:</b>	Supervisor of Medical Secretaries
<b>DBS required:</b>	No

## Requirements and funding rules

### An Apprentice

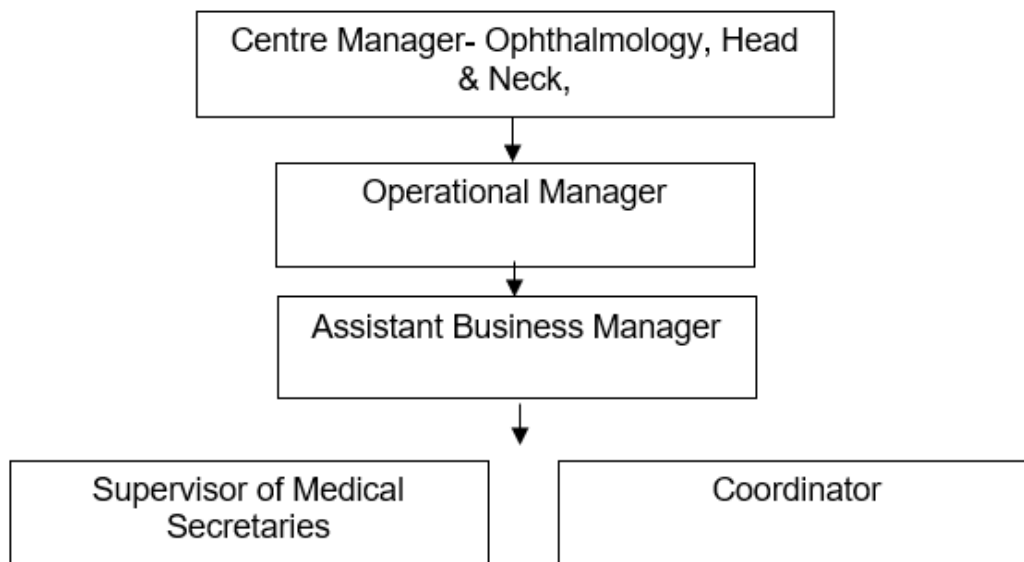
- Can be any age post full-time education 16+
- Cannot already be on an Apprenticeship or any Government funded training
- Cannot have a qualification at the same or higher level in the same vocational area. There needs to be significant new learning.
- Has been a UK resident for 3 or more years. OR • 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 and assessment plan guidance, 2025 to 2026 - GOV.UK](#)

## Job Purpose

- The post holder is to work within the Head & Neck and Ophthalmology department and provide an administrative support service for the Medical/Support Secretaries and Coordination team, helping to prioritise work to ensure deadlines are met. Induction Training to be given in the Department.
- 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 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 System (PAS) CareFlow and be responsible for inputting accurate patient data.
- To answer queries within own range of knowledge, using own initiative and seeking assistance where required.
- To type clinical correspondence when required to GP's, patients and other health care professionals.
- Answering telephone calls promptly and courteously, assisting the caller or redirecting the call as appropriate.
- To open, sort and distribute incoming correspondences as appropriate.

- Develop and maintain a knowledge and expertise of all Health Records in order provide a comprehensive service to all as required.
- Undertaking photocopying and scanning tasks as and when required. Responsible for ensuring photocopier is maintained, liaison with the company engineer and ensuring stocks of peripherals are available.
- Maintain an efficient filing system ensuring all information is filed accurately and promptly and 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.
- Prepare papers as requested.
- Retrieve Medical records and update tracking system.
- Preparation, typing and distribution of information reports as required supporting the work of the centre co-ordinators within the centre using excel and other Microsoft packages.
- The collating of information and population of SQL/PTL reports used to monitor performance and manage demand and capacity for specialities within the centre.
- Follows relevant office policies and procedures with particular acknowledgment of the trusts patient access policy.
- To work with the centre co-ordinators and operational management team to implement best practice within the centre.
- To provide 18 week clock validation support to the co-ordinators.
- Support other staff including admin and clinical as requested in a professional manner with various duties.
- Keep up to date with technological developments with regard to developing appropriate skills in the use of current office technology e.g. word processing, spreadsheets, databases, electronic mail, etc.
- Maintain and encourage safe working practices and environment in accordance with local Health and Safety Policies.
- To adhere to agreed policies, procedures and protocols.

## **Main Challenges to the Post**

- Be organised and work efficiently in a complex, changing environment.
- Manage multiple tasks ensuring deadlines are met.
- Communicate appropriately with a range of people at different levels of the organisation.
- Be flexible, self-motivated and will work with supervision readily available
- View the service provided as Trust-wide and therefore must be flexible with regard to location.
- To participate in reflection, self-evaluation and continuous professional developments including performance review.

## 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 non-clinical staff; and maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence; and
- participate in the Trust's Personal Development Review process including identifying performance standards for the post, personal objective setting and the creation of a personal development plan.

## Environment

- Be aware of physical effort with regard to sitting for long periods and the transfer of substantial numbers of medical notes.
- Exposure to frequent interruptions to routine, relating to telephone calls and personal requests and demands.
- Be aware of the prolonged exposure to Visual Display Units (VDU) and the associated health and safety risks.

## Equal Opportunities

- All duties and responsibilities should be undertaken, at all times, in compliance with the Trust's Equal Opportunities Policy.

## Data Protection

- Personal data is protected under the Data Protection Act (1999) and the post holder will ensure that it is securely held and that the requirements of the Act are followed.

## Smoking policy

- The Trust operates a No Smoking Policy

## Person Specification

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Minimum of 4 GCSE's or equivalent A* - D (9 – 4) (this must include Maths and English Language or equivalent).</li> <li>• Must meet the minimum requirements of training provider for access to the apprenticeship programme. –</li> </ul> <p><a href="#">Apprenticeship funding rules and assessment plan guidance, 2025 to 2026 - GOV.UK</a></p>	<ul style="list-style-type: none"> <li>• BTEC/Level 2 qualification in Business Administration</li> <li>• ECDL/CLAIT/GCSE or equivalent.</li> <li>• Formal typing / word processing qualification</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• No formal employed experience required.</li> </ul>	<ul style="list-style-type: none"> <li>• Work Experience in an administrative workplace.</li> <li>• Experience of liaising with the public on the telephone and face to face.</li> <li>• Experience of team working this could be at school/college</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 supervision available and a willingness to seek advice when appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>• Microsoft packages e.g. Access and PowerPoint.</li> <li>• Knowledge of administrative working processes and procedures.</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>• Flexible with ability to prioritise and work to deadlines.</li> <li>• Ability or willingness to learn how to communicate effectively and sensitively with colleagues, members of the public and others from a variety of backgrounds.</li> <li>• Ability to understand the importance of confidentiality and to maintain confidentiality at all times as necessary.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of the Data Protection Act and Confidentiality</li> <li>• Evidence of effectively working to deadlines.</li> <li>• Evidence of ability to complete tasks effectively.</li> <li>• Ability to work unsupervised for short periods</li> </ul>
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• Willing to undertake and complete the Level 3 Business Administrator Apprenticeship within 18 months.</li> <li>• Eligible to undertake the Apprenticeship - must not have a qualification in the same vocational area at the same or higher level.</li> <li>• Has been a UK resident for 3 or more years.</li> <li>• Flexible approach.</li> <li>• Willing to travel to other Trust sites to meet the requirements of the post if necessary. (with travel expenses to cover cost)</li> </ul>	

## 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.

