



ADMINISTRATION APPRENTICE

Administration Apprentices could work in a variety of areas within the NHS, both in clinical (patient facing) areas and in support service areas. An apprentice would work as part of a team under the supervision and guidance of an experienced member of the team.

Pay:

- Current National Apprenticeship rate £3.90/hour (April 2019) in the first year.

Hours:

- Typically between 30 and 37.5 hours per week
- Monday to Friday
- Between the hours of 8.00am and 8.00pm, determined by the working hours of the department.
- 12 month training contract

Qualification:

- Level 2 Intermediate Apprenticeship in Business & Administration.
- On the job training and assessment.
- Occasional attendance at college may be necessary.

Qualifications & Experience needed to apply:

- 4 GCSEs grade A* - C (9 - 4) including English Language & Maths (or equivalent)
- Basic IT skills qualification, with ability to use Word, Excel, Outlook
- Business Administration or Working in Public Service GCSE (or equivalent) is an advantage
- No formal experience in an employed capacity, but work experience in an administrative or customer service environment is an advantage.



A typical job role could include:

- Providing Reception duties.
- Using Trust Administration Systems with responsibility for inputting accurate data.
- Taking accurate messages (telephone, e-mail, written and retrieving from Voice Mail) and action appropriately.
- Answering queries within own range of knowledge, using initiative and seeking assistance where required.
- Sorting and distributing mail and assisting with sending faxes.
- Developing and maintaining a knowledge and expertise to provide a comprehensive service
- Assembling, maintaining and collating records.
- Ensuring records are filed correctly, and that filing systems are maintained in accordance with Trust policy.
- Ensuring information is handled confidentiality, following guidelines with attention to the Trust's Confidentiality Policy and Information Governance guidelines.
- Providing clerical support to managers.
- Booking appointments where appropriate.
- Liaising with the Manager in the department.
- Participating as part of the team, sharing duties and responsibilities, including covering during staff absences. Develop a knowledge of all areas in the department.
- Taking part in reviewing issues and service developments affecting the Department.
- Meeting performance standards specific to the area.
- Actively participating in team meetings.
- Liaising with team members to ensure levels of stock and supplies for stationery and equipment are maintained.
- Reporting problems with equipment.

How to apply:

All apprentice opportunities in the Trust are advertised on the Trusts recruitment website: www.belongtosomething.co.uk where you will also find more information regarding apprenticeships. They are also advertised on the NHS Jobs website: <https://www.jobs.nhs.uk/> . Search Shropshire and Apprentice.



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