## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>About the Modern Apprenticeship Programme</td>
<td>2</td>
</tr>
<tr>
<td>Timetable</td>
<td>8</td>
</tr>
<tr>
<td>The Selection Process</td>
<td>9</td>
</tr>
<tr>
<td>How to Complete &amp; Submit your Application Form</td>
<td>12</td>
</tr>
<tr>
<td>Terms and Conditions of Employment</td>
<td>15</td>
</tr>
<tr>
<td>Job Description &amp; Person Specification</td>
<td>18</td>
</tr>
</tbody>
</table>
THE MODERN APPRENTICESHIP PROGRAMME

The current vacancy for the apprentice Digital Print Operator post within the Medical Illustration Service is open only to applicants aged 16-24 years. This is because the funding attached to apprenticeship frameworks is limited to this age group and therefore we are unable to accept applications which do not meet this age criteria.

In order to apply you must have a minimum of:

- National 5 in English Grade A-C (or equivalent) and two other National 4 qualifications (or equivalent)

During the programme you will be working towards achieving a SVQ 3 in Digital Print Production.

If you already hold this SVQ please consider applying for our non-apprenticeship posts - click here.

- Applications are considered on a competitive basis which means not all candidates who submit an application will be guaranteed an interview. Shortlisting will include meeting the minimum educational qualifications for application along with evaluation of Sections Two and Three of the application form.

- Only complete applications will be considered. It is therefore important that you complete every section of the application form.

- You should ideally complete your application electronically and submit via email to modern.apprentice@ggc.scot.nhs.uk. (In the event you are unable to complete an electronic application then please refer to Page 12 of this Information Pack for guidance on postal applications).
THE MODERN APPRENTICESHIP PROGRAMME

What is a Modern Apprenticeship?
Modern Apprenticeships offer the opportunity of gaining skills and qualifications that will help to start your career. A modern apprentice has the chance to be in paid employment and work towards a recognised vocational qualification at the same time.

How long will it last?
If successful in your application to NHS Greater Glasgow and Clyde you will be employed on a Fixed Term three year contract. During your apprenticeship you are expected to attend regular reviews to discuss your progress and development needs, and are expected to stick to the agreed training plan. This includes attending internal and external training and taking responsibility, with support, to collect the evidence required that proves your competence in the job role.

Will I be working to a Job Description?
Yes. You will work to the apprentice Digital Print Operator job description with the expectation that you will be supported and trained to carry out all of the duties and responsibilities outlined. You would not be expected to perform at the Digital Print Operator level on appointment.

You will also receive an outline of the apprenticeship programme which highlights the key areas which you are expected to complete before your apprenticeship will end.

You may also be required to attend the NHS GGC Modern Apprenticeship Programme sessions at Glasgow Clyde College which will cover a range of core topics relevant to working within the health environment.

Where will I be working?
The apprentice will be working in Medical Illustration Services located on Level 1 of the New Lister Building at the Glasgow Royal Infirmary, 10 Alexandra Parade, Glasgow G31 2ER.
Click here for location map and more information.

1 http://www.skillsdevelopmentscotland.co.uk/our-services/services-for-individuals.aspx
What hours will I work?
You will work 37.5 hours per week. Core working hours are 8.45am to 5.00pm Monday to Thursday, and 8.45am to 4.30pm on a Friday. Lunch break is 30 minutes.

What is the Medical Illustration Service Graphics Service?
The graphics service within Medical Illustration Services produces all different types of printed and digital material that is used across the NHS. We design and print patient information leaflets, flyers, forms for patient notes and posters.

What will I be doing?
A full job description is provided at the end of this information pack and this provides details of all aspects of the role. However, a summary of some of the key duties is provided below.

- Preparing digital files for print
- Operate three digital printers (two black-and-white, one colour)
- Check quality of all printed material
- Follow agreed workflow and make sure deadlines are met
- Routinely maintain and calibrate printers, monitor stock levels of inks/spare parts etc.

Who else works within the team?
There is a group of seven staff in the graphics team. This includes: a team manager, a team leader, three designers, a graphics assistant and a print finisher. We also have photography and video teams who also work within the unit.

What is expected of the successful applicant?
We are looking for someone who is enthusiastic to learn and to develop within an apprenticeship and has a positive approach to work. Being able to pay attention to detail is an extremely important aspect of this role so we are looking with someone who can work accurate and help up to produce high quality end products. We are also hoping to employ some who has a desire to work with machinery and has basic IT skills.
The graphics service is an extremely busy department, which aims to deliver an excellent, high quality service. You should be aware that running three print machines can be challenging, particularly as machine faults occurring in this line of work. A lot of your time will be spent on your feet at the printers, and lifting and handling heavy paper. Although please note that full training and support will be provided during the apprenticeship to help you develop the knowledge and skills to thrive in this role.

While there are always pressures and deadlines to be met, this apprenticeship offers a great to be able to work in a creative environment and to learn about a range of aspects of the design and print environment, including print finishing, digital workflows and basic design principles.

Communication and interpersonal skills are extremely important in this role too. Being able to develop and maintain effective relationships within the Medical Illustration team, and with other NHS colleagues, is very important.

This apprenticeship post will last for three years. By the end of the apprenticeship you will be expected to:

- Complete NHS GGC organisational induction and Mandatory Healthcare Support Worker Induction Standards & Code of Conduct
- Complete role specific induction
- Completion of the in-house training programme outlined by your manager
- Evidence the knowledge and skills required for the job role via the Knowledge & Skills Framework Review & Personal Development Planning Process
- Complete the Core Skills, SVQ Level 3 qualification and any enhancements in the Print Industry Occupations Modern Apprenticeship Framework (click here).
- Completion of any placements arranged by your manager within other Medical Illustration departments within NHS GGC
- Attend any training sessions and meetings arranged through the wider NHS GGC Modern Apprenticeship. This may include attendance at sessions at Glasgow Clyde College.
- Adhere to NHS GGC Policies & Procedures
A modern apprenticeship isn’t just about working; you need to be committed to learning too. During this period you would be expected to work as a member of our staff but also work towards an SVQ Level 3 qualification in Social Services & Healthcare. As well as working you will be required to agree to a training / development plan and attend meetings with trainers, assessors and verifiers as required. It should be noted that additional sessions at college may be arranged during the apprenticeship and attendance at these sessions is mandatory.

Engagement with the workplace SVQ process, attendance at arranged training sessions and satisfactory progression is a mandatory requirement of the apprenticeship programme.

You will be an employee of NHS Greater Glasgow and Clyde and therefore also expected to observe the same Terms and Conditions of employment that all our staff do, and be subject to the same policies and procedures.

**Will I be paid?**
Yes. This Modern Apprenticeship will pay you a minimum of 65% of the maximum annual salary for the role. This calculation is based on an NHS Payscale called Annex U designed specifically for trainee programmes. To find out more about NHS Payscales and Annex U visit [www.paymodernisation.scot.nhs.uk](http://www.paymodernisation.scot.nhs.uk) or click the link.

**Based on 2015/2016* pay Scale your salary over the two year period will be**

<table>
<thead>
<tr>
<th>Year</th>
<th>Agenda for Change Band 3</th>
<th>Annex U</th>
<th>Salary</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>(65%)</td>
<td></td>
<td>£12,952</td>
</tr>
<tr>
<td>2</td>
<td>(70%)</td>
<td></td>
<td>£13,948.90</td>
</tr>
<tr>
<td>3</td>
<td>(75%)</td>
<td></td>
<td>£14,945</td>
</tr>
</tbody>
</table>

*The NHS Pay scale changes annually, figures quoted above are based on the 2015/2016 pay scale.

**What is a Modern Apprenticeship Framework and where does an SVQ fit in?**
A Modern Apprenticeship Framework is a document that describes the minimum standards of competence defined by employers for a given role. Frameworks identify relevant SVQs (or alternative competency based qualifications), core skills e.g. communication, numeracy and any industry specific training that might be required.
More than 70 different Modern Apprenticeship Frameworks have been developed in Scotland\(^2\).

A Scottish Vocational Qualification (SVQ) is a qualification that shows that you are able to perform a job to nationally recognised standards. SVQs are made up of Units, each one of which describes an aspect of the job. You are expected to work your way through all of the relevant Units attached identified for your job role. There are no exams involved in an SVQ, staff are assessed at their workplace using observation, professional discussion and work related evidence. You will be assessed on the skills you use every day in your job.

**What qualifications will I hold when I complete the Modern Apprenticeship?**

This post reflects the following Modern Apprenticeship Framework:

- Print Industry Occupations

You will be working towards the SVQ L3 in [Digital Print Production](http://www.skillsdevelopmentscotland.co.uk/our-services/modern-apprenticeships/ma-frameworks.aspx)

**What happens at the end of the Modern Apprenticeship?**

On successful completion of your Modern Apprenticeship we hope to support your transition into permanent employment within the organisation.
# Selection Timetable

<table>
<thead>
<tr>
<th>Recruitment Stage</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information Session – your opportunity to find out more about this apprenticeship.</td>
<td>Thursday 25\textsuperscript{th} June, Glasgow Royal Infirmary</td>
</tr>
<tr>
<td><strong>Places are limited – please email <a href="mailto:Central.BookingService@ggc.scot.nhs.uk">Central.BookingService@ggc.scot.nhs.uk</a> by Tuesday 23\textsuperscript{rd} June to secure a place.</strong></td>
<td></td>
</tr>
<tr>
<td>All applicants are encouraged to attend this session! Important information will be provided that may help completion of the application and interview preparation.</td>
<td></td>
</tr>
<tr>
<td>Closing date for application submission</td>
<td>12 noon Friday 3\textsuperscript{rd} July 2015</td>
</tr>
<tr>
<td>Applications assessed and candidates selected for Interview</td>
<td>Process completed by 17\textsuperscript{th} July 2015</td>
</tr>
<tr>
<td>Interview Preparation Session for short-listed candidates</td>
<td>TBC</td>
</tr>
<tr>
<td>Interviews</td>
<td>Interviews will take place on or around 31\textsuperscript{st} July</td>
</tr>
<tr>
<td>Interview outcome notified to Candidates</td>
<td>Conditional Offers issued Week Commencing 3\textsuperscript{rd} August</td>
</tr>
<tr>
<td>Contracts issued to those who have successfully completed pre-employment checks</td>
<td>September 2015</td>
</tr>
<tr>
<td>Successful candidates commence employment</td>
<td>September 2015</td>
</tr>
</tbody>
</table>
I’ve never worked in this kind of job before so how do you know I have the skills you are looking for?

We will supply you with Job Description which includes at Section 12 the educational qualifications, skills, knowledge and experience that you must have to be able to do the job.

The Job Description will specify:

- **Essential Criteria** - the minimum level of qualifications, skills, knowledge and experience that is needed to do the job.
- **Desirable Criteria** - what qualifications, skills, knowledge and experience that will enable someone to perform more effectively

We would also strongly encourage anyone interested in applying for this post to come along to the information session we will be holding on **25th June**. This will provide more information about the job, the environment and the key skills needed for the post. It also provides an opportunity for you to ask questions. Coming along to this session will help you to decide if this is the right job for you, if you have the skills we are looking for and provide you with important insight into the job that will make completing the application form, and preparing for interview, that little bit easier.

There are a number of questions in the Application Form which will ask you why you think your educational qualifications and skills are relevant to the Modern Apprenticeship vacancy.

You should carefully read ALL sections of the Job Description to help you compile your response to ensure you give evidence that matches the criteria on the person specification. You should also consider booking a space at our information event which will provide the opportunity to learn more about the role and speak with departmental staff.

**How do I book a place on the Information Session?**
Anyone who wants to come along to the information should send an email to **Central.BookingService@ggc.scot.nhs.uk** by Tuesday 23rd June to secure a place.
Please note that this is an NHS internal email account that handles bookings for our internal events and you will initially receive an automated response. A member of our team will deal with your request and will email you confirmation of your place.

**How do you decide who to interview?**
We base our decision on who to interview by assessing the information you have provided and your responses to the questions asked in the application form.

If there are a large number of candidates who demonstrate on their application form that they meet the essential criteria then the shortlisting panel will also use the desirable criteria also when selecting candidates to interview for the post.

**How should I complete my application form?**
First make sure it’s the right application form! We cannot accept applications made on the NHS Scotland Application form and cannot accept CV’s. Click [here](#) to access the Modern Apprentice Application form.

Before starting your application form please ensure you read the Job Description and Person Specification and part C How To Complete Your Application. To give you the best possible chance of selection please ensure you complete all sections of the application form with care and attention as incomplete applications will not be forwarded for shortlisting.

Please do not send any other inclusions e.g. copies of qualification certificates, other award letters or CVs etc. If you are selected for interview we will let you know what evidence we need you to provide regarding your educational qualifications.

**Can I get help to complete the application form?**
Skills Development Scotland offers helpful advice on the application process on their My World of Work website and it has a range of resources available to help you prepare applications and for interviews. This can be accessed by clicking [here](#) or by going to [www.myworldofwork.co.uk/section/applying-for-a-job](http://www.myworldofwork.co.uk/section/applying-for-a-job).
**Who should I ask to be a referee?**

We know it might be hard for applicants to provide us with two referees if they have not worked before so that is why we will accept an educational reference from a teacher from your school. However, if you do have a current part-time job or have volunteered or worked before please also give us details of someone who can provide a reference for this.

It is important that you give us full contact details including an email address for this person AND that you ask the person for permission to use them as a referee before you submit the application form.

We will only contact your referees if we decide to make a conditional offer of employement. All our offers of employment are conditional and subject to you satisfactory completing pre employment checks which include reference and an occupational health assessment.

**When is the closing date for applications?**

Your application must be submitted on or before **12 noon Friday 3rd July 2015** at the latest. **We will NOT** accept late applications.

**Who will assess my application?**

Your application will firstly be assessed by recruitment professionals who will ensure that you meet the minimum selection criteria (a minimum of National 5 in English with A-C grades and two other National 4 qualifications – or equivalent). Applications that meet the minimum criteria are then passed to a shortlisting panel.

This panel will include at least two managers from the department hiring staff. They will be judging how well your application matches the selection criteria for the post. They will review the information you provide in relation to the educational qualifications, knowledge, skills and experience required for the post. The shortlisting panel will be looking for well presented, clear, concise information and any additional information that is interesting and highlights any additional skills and qualities you have over and above your educational qualifications.
When will interviews be held?
We aim to hold interviews on or around 31st July. If you have been selected for interview you will be notified by letter, email or text of the date, time and venue for interviews.

Is there any advice on how to prepare for an interview?
All applicants selected for interview will be invited to attend an interview preparation session before the interview date. This is geared towards supporting applicants with little or no previous interview experience with their preparation. Please note that this is a generic interview preparation session and we do not disclose what questions will be asked at interview. This session is open to all applicants who have been invited for interview.

Disability
The Disability Discrimination Act 1995 (DDA) defines Disability as follows “any physical or mental impairment which has a substantial adverse effect on a person’s ability to carry out normal day to day activities”. NHS Scotland is “Positive about Disabled People” as part of our continued commitment to extend job opportunities for people who are disabled. NHS Scotland operates a Job Interview Guarantee (JIG). All candidates who indicate they have a disability and meet the minimum criteria outlined within the person specification will be guaranteed an interview.

Please refer to Section Five of the Application Form entitled Declarations
What should I put in my application?
Before you complete the application form you should carefully read the job description and person specification.

You should take time completing the application form and ensure you do not leave it to the last minute. One standard application form means that everyone who applies is considered on the same basis.

It’s a good idea to gather all the necessary information e.g. your educational qualifications before you start to complete the application form.

Plan what information to include in each section of the application form and take note of the space provided which will give you an indication of how much information is required.

To stand the best chance of getting an interview you need to ensure that you carefully complete the questions in Section Three of the Application Form. In particular how you think your qualifications and skills match the requirements of the post and why you want to work in the NHS.

Highlight where possible in your application how your skills, personality or experience would work well with the duties listed in the job description that you will be trained to carry out. Do you have good attention to detail? Are you methodical in how you approach tasks? Are you good at managing lots of different tasks? What do you enjoy most about Biology and Chemistry? What practical experiments have you enjoyed?

In addition to your educational qualifications and skills you can highlight any achievements both in and outside school. If you have had work experience/work placements or participated in any voluntary/community projects you should include details in your answers to the relevant questions. Other examples might include any hobbies/interests you may have.

Don’t leave any sections blank – if a section isn’t relevant then write Not Relevant in the space. Incomplete or poorly presented applications will not be considered for shortlisting.
The Equal Opportunities Monitoring form is required for monitoring purposes only and will not be made available to the interview panel during any part of the recruitment process.

**Final Check**

- Make sure you have included details of all your qualifications (including dates awarded)
- Make sure you include contact details for your Educational Reference(s) and Work/Character Reference, including email address for them. Don’t forget to ask their permission to use their details on your application form
- Make sure you check that your responses are checked for spelling and grammar and provide detail. It might be useful to get someone else to look over your application form for a second opinion in case you have made any mistakes.
- It is always useful to make a few drafts before you submit one you are happy with.
- Keep a copy of your final draft you submit. Remember if you are selected for interview it will be important to review the application you submitted as part of your interview preparation.

**And finally before you submit it check it one last time**

**How to submit your Application Form:**

Applications should be completed electronically, saved and submitted by email to: modern.apprentice@ggc.scot.nhs.uk. Applications submitted by email will receive an automatic confirmation of receipt. If you have any problems submitting your application form please call NHS Greater Glasgow and Clyde Recruitment Service on 0845 3000 831

Applications should be returned by the closing date of **12 noon Friday 3rd July 2015.**

Applications received after the closing date will not be considered for shortlisting
THE MODERN APPRENTICESHIP TERMS AND CONDITIONS

Starting Salary
Agenda for Change Band 3 Annex U - £12,952 per annum

The Modern Apprentice posts are trainee posts under Annex U of the Agenda for Change. For further details on Agenda for Change visit www.paymodernisation.scot.nhs.uk

Fixed Term Contract Duration
For Agenda for Change Band 3 posts the duration of the post is fixed term for 3 years.

Hours of Duty
37.50 Hours per week

Annual Leave
The annual leave entitlement in a full year commencing 1st April to 31st March is:

- 27 days (202.5 hours), rising to 29 days (217.5 hours) after 5 years’ service
- and 33 (247.5 hours) days after 10 years’ service. There are 8 (60 hours) Statutory and Public Holidays in each leave year (pro rata where applicable).

Superannuation Pension Scheme
If appointed you will be automatically enrolled in the NHS Superannuation Scheme however on appointment you can chose to opt out of the scheme. Employee’s contributions to the NHS Scheme are tiered based on your earnings and the employer’s contribution equates to 13.5 % of salary. Employees in the NHS Scheme are “Contracted-out” of the State Earnings Related Pension Scheme and pay a lower rate of National Insurance contributions. You can find out more at www.sppa.gov.uk

Right to Work in the UK
We are required to check the entitlement to work in the UK of all prospective employees, regardless of nationality or job category. Candidates appointed to a post will be required provide appropriate documentation verifying right to work in the UK prior to any commencing employment
Healthcare Support Workers
You will be expected to comply with the new NHS Scotland Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers. NHS Greater Glasgow and Clyde has in place an Induction Programme which new employees will be expected to complete in the first few months of starting the new post. As part of the Induction Process, you will be required to achieve Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers and these standards will be met through on-the-job induction programmes within NHS Greater Glasgow and Clyde that are core in supporting new staff.

Smoking Policy
NHS Greater Glasgow and Clyde operates a NO SMOKING Policy on all premises and grounds for staff and visitors.

Pre employment Checks
All offers of employment will be subject to the receipt of satisfactory References, Occupational Health Screening, Criminal Records Check (Disclosure Scotland), Eligibility to Work in the United Kingdom and Verification of Qualifications.

Car parking and travel to NHSGGC Sites
Like other NHS Boards across the country, demand for car parking on our hospital sites far outweighs availability. As a result, access to on-site parking is extremely limited and you will therefore need to find alternative ways of travelling to work if you are selected for the post.

All staff are entitled to apply for the following benefits on appointment:

- Interest free loan to purchase Zonecard’s - a flexible season ticket for unlimited travel by rail, subway, most buses and even some ferries (details on public transport routes to NHS Greater Glasgow and Clyde’s sites can be found by visiting www.nhsggc.org.uk and select Transport and Parking on the home page or visit www.spt.co.uk/travelinfo
- Cycle to Work Scheme, for staff to purchase a bicycle and any equipment needed and then repay those costs through their salary.
Learning and education
NHSGGC has an on-going commitment to learning and development through competency based training and individual personal development plans informed by the Knowledge and Skills Framework (summary guidance can be accessed via www.nhsggc.org.uk go to Career and Jobs, click Agenda for Change and select Knowledge and Skills Framework).

For more information about the benefits and discounts available to NHS Greater Glasgow and Clyde staff, visit www.nhsstaffbenefits.co.uk and www.nhsdiscounts.com
### Job Description

#### 1. Job Identification

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Digital Print Operator – Modern Apprentice</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department:</td>
<td>Medical Illustration Services</td>
</tr>
<tr>
<td>Responsible to:</td>
<td>Graphics (Design and Print) Team Manager</td>
</tr>
<tr>
<td>Job ref. no.</td>
<td>MIS / G3 / DP_MA</td>
</tr>
</tbody>
</table>

#### 2. Job Purpose

This post is part of the NHS GGC Modern Apprenticeship Programme. The postholder is expected to undertake a programme of development and training to support the acquisition of the knowledge and skills required for the role.

- To support the provision of a professional cost effective, efficient, high volume graphic design and print finishing service to NHS Greater Glasgow & Clyde, University of Glasgow and external agencies
- Undertake a range of digital file preparation, high volume reproduction and print finishing duties in producing medical graphics, digital imaging, scientific poster production and patient information literature
3. Organisational Position

4. Role of Department

Provides a comprehensive medical illustration service to NHSGGC & University of Glasgow staff through clinical imaging and high quality illustrative material primarily in the areas of patient care, medical education and research. The department also income generates through production of work for other health authorities and external clients.

Specialist services include:

- Photography: ophthalmic photography, intra-oral dental photography, 3D imaging
- Video production: training, diagnostic aids, clinical teaching, patient education
- Videoconference and event hosting facilities: telemedicine and training courses
- Database software design: management, patient aids
- Web technology development: web design, web serving
- Graphic services: training, patient education, press/PR communication
- Large format display systems: events and exhibitions
- High volume digital print production (the department is perhaps unique in not only designing patient information and PR material but also producing it. Almost all the Division's printed material is produced in-house).
- Picture archiving: historical, press/PR
5. Scope and Range

To provide a comprehensive graphic design and print service to NHSGGC and external clients, ensuring all work is produced to the highest possible standards within budget constraints and in the time allowed.

Graphic design and print services are provided to the following hospitals:
* Gartnavel General Hospital / Beatson Oncology Centre
* Glasgow Dental Hospital
* Glasgow Royal Infirmary / Princess Royal Maternity
* Inverclyde Royal Hospital
* Royal Alexandra Hospital
* Royal Hospital for Sick Children / Queen Mother's Hospital (Yorkhill)
* Southern General Hospital
* Stobhill Hospital
* Vale of Leven District General Hospital
* Victoria Infirmary
* Western Infirmary

The graphic design service includes the preparation of illustrations for publication in medical and academic books and journals, posters, PowerPoint presentations, and screen-delivered media. The section produces graphic design for stationery, leaflets, booklets, brochures, logos and other printed media. Other work will include the bureau printing of clients' own material, for example, academic posters. The in-house print service produces a significant amount of NHSGGC’s print requirement, providing large cost savings for the acute services.

6. Main Duties and Responsibilities

During the apprenticeship period you will be trained and supported to become competent in the following duties:

- Undertake a pre-planned workload, maintain associated records using MIS database ensuring standards are maintained
- Ensure that all of printed graphic material is of a high professional standard – applying Final Quality Control checks and remedying shortfalls, finishing faults or print issues.
- Ensure that all products are produced on time, adjusting schedules as needed, and raising alerts appropriately
- Work as part of the design team, often under pressure, to meet deadlines
- Repair and maintain large format and production print equipment (£250k) and plan preventative maintenance; calibrate colour output
- Assist in the printing of large and small format display and exhibition work – multi panel graphic walls and pop up display systems
- Support the finishing/encapsulation of printed graphic material and large and small format display and exhibition work – multi panel graphic walls and pop up display systems
- Occasional participation in income generating projects for both internal and external clients.
- Following workflow process to allow smooth handover to print finish team
- Monitoring of paper and toner/ink supply levels – alerting when re-order is required
- Work within relevant legislation/policies in data protection/confidentiality and codes of professional conduct/practice / maintenance of clean & tidy working environment
- Observe all relevant Health & Safety requirements as directed by NHS Greater Glasgow & Clyde
- It is the responsibility of all employees to maintain a safe and healthy environment for patients, visitors and staff.

- It is the responsibility of the post holder to ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiatives within the area of work.

- All staff who have access to or transfer data are responsible for that data and must respect confidentiality and comply with the requirements of the Data Protection Act 1988, in line with the NHSGGC’s policies.

- The post holder is responsible for data quality and complying with the policies, procedures and accountability arrangements throughout NHSGGC for maintaining accuracy and probity in the recording of the NHSGGC’s activities.

- The post holder must comply with the requirements of the Freedom of Information Act in line with NHSGGC policy.

- The post holder must carry out any other duties that may be required from time to time, and is expected to work across all sites within NHSGGC.
### 7. Systems and Equipment

The design service is set up as a high volume and highly cost effective print production unit, operating in much the same way as external commercial print companies. It therefore has all the associated expensive and complex equipment, for example, high volume printers, creasers, folders, collators, booklet-makers. The graphics team use all of this equipment in order to see jobs through from beginning to end.

- Responsible for safe use of expensive and highly complex equipment and its controlling software > £250k
- Highly developed skills of hand eye co-ordination and accuracy is required in relation to operating very expensive high speed digital printing equipment
- Highest level of concentration required to operate and blade changing of industrial guillotine, and very high speed industrial grade print finishing equipment
- Generates information using custom network software systems. Regularly maintains and updates data to electronic workflow management system
- Processes routine information but associated logistics and delivery requirements are complex – couriers/ stores/ self delivery/ client collection – packaging requirements

### 8. Decisions and Judgements

- Guided by standard operating procedures
- Has a level of autonomy to prioritise workload and uses initiative and makes judgements when required
- Meets frequently on a daily basis with team leader
- Contributes to discussions on policy development

### 9. Communications and Relationships

The post holder requires excellent communication and relationship skills with the ability to present information to existing and potential clients.

- **Head of Service** (overall accountability, strategic development)
- **Team Manager** (personal development planning, objective setting, service development, workflow issues, technical issues, leave and sickness recordings).
- **Team Leaders / Specialists** (Responsibility for allocation of work within the section. To discuss work and seek specialist technical advice. To discuss any changes to the service on a day-to-day basis.
- **Team Members** (workflow and technical issues)
- **Healthcare professionals and clients** (service provision within agreed
deadlines, contacts clients to notify work is complete and to arrange for delivery to offices, wards and clinics

10. Physical Demands of the Job

- Frequent requirement for adopting awkward positions for several short periods (operating print equipment, lifting and moving heavy loads)
- Constant requirement to exert moderate physical effort for several long periods during shift (operating print equipment, lifting and moving heavy loads)
- Standing for long periods (on feet most of the day) 75%

11. Most Challenging / Difficult Parts of the Job

**Mental Effort**

- Safe operation of forklift pallet moving equipment
- Frequent requirement for concentration where the work pattern is unpredictable i.e. responding to fluid deadlines
- Concentration under high level of constant noise (ear defenders are worn) issued by high volume printing machines and print finishing equipment
- Frequent requirement for prolonged high level of concentration whilst simultaneously operating two or more machines at the same time e.g. collator/booklet maker (2400 units per hour) and high speed stream paper folder (10000 units per hour) – offloading print from 2/3 printers – packaging finished product, by definition a production line
- Requirement to use VDU frequently on most days

**Emotional Effort**

- Occasional exposure to sensitive and distressing images (clinical images being used in publications, or teaching materials)
- Occasional exposure to challenging behaviours

12. Knowledge, Training and Experience Required to do the Job

- See attached person specification
The person specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description.

**Job Title:** Digital Print Operator (Apprentice)
**Department:** Medical Illustration Services, Graphics (Design & Print Team)  
**Service:** Diagnostics Directorate, NHS GGC

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Qualifications &amp; Training</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- National 5 English (Grades A-C) or equivalent</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>- 2 other National 4 (or equivalent) qualifications</td>
<td></td>
<td></td>
</tr>
<tr>
<td>o National 4 Art &amp; Design</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Knowledge, Skills &amp; Abilities</strong></td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>- Literacy and numeracy skills</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Good keyboard and IT skills including experience of using Office packages</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>- Good communication and Interpersonal skills</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>- Ability to understand and follow procedures and policies</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>- Effective team worker</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>- Ability to work safely with industrial machinery</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>- Ability to work accurately, paying attention to detail while working in a busy environment</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>- Awareness of importance of confidentiality</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td><strong>Personal Qualities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Reliable and punctual</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>- Commitment to training &amp; development</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>- Enthusiasm</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>- Ability to use initiative / problem solve</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>- Potential to communicate well with colleagues and other service users within a healthcare environment</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>