MODERN APPRENTICESHIP

WAITING TIMES ADMINISTRATION ASSISTANT
General Surgery – Glasgow Royal Infirmary

Closing date: Noon 17th March 2017
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</tr>
<tr>
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THE MODERN APPRENTICESHIP PROGRAMME

The current vacancy for the apprentice Secretary within the Public Health - Health Services is open only to applicants aged 16 to 24, or 16 to 29 years for disabled applicants, in line with NHS Greater Glasgow and Clyde Youth Employment Plan and workforce projections.

In order to apply you must have a **minimum of:**

- **National 4 English** (or equivalent) and two other National 4 qualifications (or equivalent SCQF level awards/qualifications)

During the MA programme you will be working towards achieving a SVQ 2 in Business & Administration.

If you already hold this SVQ please consider applying for our non-apprenticeship administration 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 the Supporting Statement within your application form.
- Please ensure that you read the guidance carefully on completing the application form and your supporting statement BEFORE you submit your application. See **Page 12**
- You should complete and submit your application via the NHS Scotland Jobs Website [www.jobs.scot.nhs.uk](http://www.jobs.scot.nhs.uk). **In the event you are unable to complete an electronic application then please refer to Page 11 of this Information Pack for guidance**
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\(^1\).

How long will it last?
If successful in your application to NHS Greater Glasgow and Clyde you will be employed on a Fixed Term 12 month contract.

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.

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 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 administration assistant 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 administration assistant 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.

Where will I be working?
You will be based in the the General Surgery department at Glasgow Royal Infirmary. Click the link to view location information.

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

\(^1\) [http://www.skillsdevelopmentscotland.co.uk/our-services/services-for-individuals.aspx](http://www.skillsdevelopmentscotland.co.uk/our-services/services-for-individuals.aspx)
• Cycle to Work Scheme, for staff to purchase a bicycle and any equipment needed and then repay those costs through their salary.

**What is the General Surgery Department?**
The department provides a range of general surgical services to patients which involves outpatient clinics, carrying out diagnostic tests and carrying out emergency and elective surgery on patients. In order to provide these services to patients there is a significant amount of administration required. This post will be mostly based in Waiting Times team which oversees the arrangements for patients to attend clinics and attend for surgery.

**What hours will I work?**
You will work a standard 37.5 hour working week from Monday to Friday between 8:30 am to 4:30 pm (30 minutes unpaid lunch).

**What will I be doing?**
A full outline of the duties is provided in the full job description (attached). A summary is outlined below:

- General Admin duties
- Entering data and modifying data on departmental spreadsheets
- Updating patient information systems
- Typing
- Booking and rescheduling appointments
- Dealing with incoming and outgoing telephone calls
- Direct contact with patients on the telephone or sometimes face to face
- Working alongside staff in other departments

**Who else works within the team?**
- 2 Waiting List Co-Ordinators
- 14 Secretaries
- 9 Typists
- 9 Ward Clerks

**What type of person are we hoping to recruit?**
As well as meeting the academic criteria your application must also demonstrate that you possess good attention to detail, problem solving skills and the ability to multi task. Good interpersonal and communication skills are essential, as is having an organised approach to your duties.
A very important part of this job is dealing with patients, carers and a broad range of colleagues. Being polite and having good manners is essential. Being able to deal with patients in a professional manner is essential, as is establish good working relationships with the other members of the General Surgery team and other departments in the hospital.

We are looking for someone who is enthusiastic to learn and develop within an apprenticeship. It is important that you take pride in doing your best and are not scared to take on new challenges as part of a team. It is also important you have a willingness to be flexible, have a positive and helpful attitude.

It’s important to us that our team members recognise the value of their work and the contribution they make in delivering a high standard of service to the patients we serve.

This apprenticeship posts will last for 12 months. 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
- 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 2 qualification and any enhancements outlined the Business & Administration Level 2 Modern Apprenticeship Framework (click here).
- 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 2 qualification in Business & Administration. 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.
**What are the benefits of this kind of job?**

It is important to know that the role is not only administration based. You will gain valuable administration experience which will link with the SVQ but you will also get to develop your organisational, communication and IT skills.

You will gain knowledge and experience of working in a busy team, working for senior managers and using an array of NHS systems. This role will provide an insight into how clinical services are delivered within a hospital environment, and the broad range of administrative systems required to support them, and will provide a basis for future development in NHS administration.

**Will I be paid?**

Yes. NHS Greater Glasgow and Clyde is a Living Wage Employer. This Modern Apprenticeship will pay you a minimum £16,086 per annum (£8.25 per hour).

**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. 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:

- Business & Administration Level 2

This means you will be working towards an SVQ 2 in Business Administration. Visit [http://www.sqa.org.uk/sqa/74741.html](http://www.sqa.org.uk/sqa/74741.html) or click the link.

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2 [http://www.skillsdevelopmentscotland.co.uk/our-services/modern-apprenticeships/ma-frameworks.aspx](http://www.skillsdevelopmentscotland.co.uk/our-services/modern-apprenticeships/ma-frameworks.aspx)
## Selection Timetable

<table>
<thead>
<tr>
<th>Recruitment Stage</th>
<th>Date</th>
</tr>
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<tbody>
<tr>
<td>Closing date for application submission</td>
<td>12 noon Friday 17(^{\text{th}}) March 2017</td>
</tr>
<tr>
<td>Applications assessed and candidates selected for Interview</td>
<td>Process completed by 7(^{\text{th}}) April 2017</td>
</tr>
<tr>
<td>Interview Preparation Session for short-listed candidates</td>
<td>TBC</td>
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<tr>
<td>Interviews</td>
<td>It is anticipated that interviews will be scheduled in the two week period commencing 17(^{\text{th}}) April 2017.</td>
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<tr>
<td>Anticipated start date for Successful candidates to commence employment subject to the satisfactory completion of pre employment checks</td>
<td>June 2017</td>
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I’ve never worked in administration before so how do you know I have the skills you are looking for?
As well as the educational qualifications, skills, knowledge/experience you must have to be able to do the job we will also ask you to provide supporting information in your application form that will help us assess your suitability.

The Supporting Statement of the application form plays a significant part in our decision to select your application for shortlisting. **Please ensure you read the guidance on completing the Supporting Statement carefully** and ensure you address all the questions posed. *See Page 12*

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 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 you have been asked to address in your supporting statement.

**How should I complete my application form?**
To give you the best possible chance of selection please ensure you read and follow the detailed guidance on page 24 and that before submitting ensure you have provided responses to the questions you have been asked to address on page 11 in your supporting statement.

Draft your supporting statement before you type it into the text box in the application form and check your spelling and grammar. And keep a copy of this draft as if you are selected for interview you may wish to refer back to your submission.

Make sure your supporting statement does not exceed 50 lines of text including paragraph breaks.
THE MODERN APPRENTICESHIP SELECTION PROCESS

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?
If you feel that you need some help to decide what would be useful to include in your application you should make contact with your local Skills Development Scotland office. One of the advisers there will be able to support you through the application process. You can find out more at https://www.skillsdevelopmentscotland.co.uk/

You can also find information on the My World of Work website https://www.myworldofwork.co.uk/getting-job/application-forms

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 educational references from teachers at your school/college. 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 employment. All our offers of employment are conditional and subject to you satisfactorily 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 17th March 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 one National 5 qualification at Grade A to C in English and two National 4 qualifications. 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 anticipate that interviews will be scheduled from the last week of April. If you have been selected for interview you will be notified by letter, email or text of the date, time and venue for interviews.

Disability
The Equality Act 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. All candidates who are aged between 16 and 29 who indicate they have a disability and meet the minimum criteria for selection will be guaranteed an interview.
THE MODERN APPRENTICESHIP APPLICATION FORM

What should I put in my application?
You should take time reading the guidance on 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.

Completing the Statement in Support of Application.
To stand the best chance of getting an interview you need to ensure that you carefully address each of the following areas in your complete your Statement in Support of Application. You should also refer to “What type of person are you hoping to recruit?” on page five

- Why are you interested in an Apprenticeship with NHS Greater Glasgow and Clyde? Please describe briefly why you think you would be good applicant to the Waiting Times Team. Tell us about your interest in administration or working within a service support role in the NHS and why you think this is the career path for you.

- In the summary information we have told you what skills and personal qualities we are looking for. Tell us which of these skills you have and how you have developed them e.g. through work, volunteering, school/college practical subject based tasks (any school work or projects that can demonstrate good attention to detail, IT skills), any clubs or after school/college groups/other interests that demonstrate the skills and personal qualities we are seeking.

- Please tell us a bit more about you. How do your family, friends, teachers/employers describe you? Tell us about your achievements (e.g. Duke of Edinburgh or other awards, hobbies and interests), any talents or aspirations or anything else you think might be relevant to your application.

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 and keep a copy of the final draft. 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 submitted via the NHS Scotland Jobs website. You will receive an automatic confirmation of submission from the NHS Scotland Website. When your application is forward to NHS Greater Glasgow and Clyde you will receive an email confirming 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 17th March 2017.

Late applications cannot be considered.
THE MODERN APPRENTICESHIP TERMS AND CONDITIONS

Starting Salary
£16,086 per annum.

Fixed Term Contract Duration
The duration of the post is fixed term for one year.

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 choose 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 Health Care 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 Free 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) where applicable, 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
MODERN APPRENTICESHIP – Administrative Assistant
General Surgery
Summary Information
Full Job Description on Page 17

You will be based in the General Surgery Team at Glasgow Royal Infirmary.

What hours will I work?
You will work a standard 37.5 hour working week from Monday to Friday between 8:30 am to 4:30 (30 minutes unpaid lunch).

Common duties in this role:
- General Admin duties
- Entering data and modifying data on departmental spreadsheets
- Updating patient information systems
- Typing
- Booking and rescheduling appointments
- Dealing with incoming and outgoing telephone calls
- Direct contact with patients on the telephone or sometimes face to face
- Working alongside staff in other departments

Who else works within the team?
- 2 Waiting List Co-Ordinators
- 14 Secretaries
- 9 Typists
- 9 Ward Clerks

What are the most important skills required for this role?
A high level of accuracy and attention to detail, proficiency or the ability to develop proficiency in all Microsoft Office packages, ability to work in a busy environment and to prioritise workload, and communication skills.

What are the most important personal qualities required for the role?
You will need:
- Polite and friendly manner
- Team player
- Positive approach to work
- Enthusiasm, flexibility and reliability.
• the ability to follow departmental protocols/procedures

What is the most challenging part of this role?
Working in a busy environment and being able to prioritise workload to meet demands.

Longer term, how could this apprenticeship support career progress/ a career in the NHS?
New employees will undertake an induction/training programme and will participate in the NHS Knowledge and Skills Framework (KSF) Personal Development Planning and Review.

The NHS KSF defines and describes the knowledge and skills which staff need to apply in their work in order to deliver quality services. It provides a single, consistent, comprehensive and explicit framework on which to base review and development for all staff.

The NHS KSF and its associated development review process lie at the heart of the career and pay progression strand of Agenda For Change.
Job Description

You will work to the standard Administration Assistant Job Description with the expectation that you will be supported and trained to carry out all the duties and responsibilities outlined. You would not be expected to perform at Administration Assistant level on appointment.

1. JOB IDENTIFICATION

This post is part of the NHS GGC Modern Apprenticeship Programme. Postholders will undertake a formal programme of education and development to support the development of the knowledge and skills required for the post.

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Admin Assistant (Modern Apprentice)</th>
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<tr>
<td>Responsible to</td>
<td>Admin/ Waiting Times Manager</td>
</tr>
<tr>
<td>Department(s):</td>
<td>General Surgery</td>
</tr>
<tr>
<td>Directorate:</td>
<td>Surgery &amp; Anaesthetics, North Sector</td>
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<tr>
<td>Operating Division:</td>
<td>Acute Services</td>
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2. JOB PURPOSE

This post is part of NHS Greater Glasgow and Clyde's Modern Apprenticeship Programme. The post holder will undertake training and development whilst carrying out the duties and responsibilities set out below.

The purpose of the job is to provide a comprehensive and efficient administrative service for patients, medical and nursing staff.

The post necessitates telephone, face-to-face, audio-typing/clerical support and written communication with users of the service, particularly patients and relatives, secretarial, medical and nursing staff.

3. ORGANISATIONAL POSITION

Administration Manager

↓

Administration Assistant
4. SCOPE AND RANGE

The role is multi faceted. It involves a significant amount of responsibility combined with a high degree of concentration. The post holder requires to use initiative and resource whilst exercising a high degree of confidentiality, diplomacy and tact. Whilst at all times being guided by standard procedures. Post holder should have excellent communication skills to ensure that information is recorded and passed on accurately and effectively.

The role is very demanding due to the volume and diversity of work involved.

5. MAIN DUTIES AND RESPONSIBILITIES

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

- Organisation and booking of patients ensuring timescales are met and all duties carried out in accordance with local procedures and standards. Producing copies of daily clinic lists and distributing to clinicians and nursing staff. Deliver and collect medical vetting from Consultant as required.

- Complete clinic attendance details ensuring all patients appointments have a valid outcome. Checking of stats, recording missing case notes. Reappoint cancellations or failed attenders as required and send letters to patients and GPs when requested by the consultant. Correct daily TRAKCARE system errors ensuring new postcodes and GPs are validated then confirmed with the information office within 24 hrs to ensure ISD timescales are met.

- Daily liaison with clinicians regarding availability for clinics, waiting times for appointments. Ensuring that instructions from consultants are executed i.e. clinics closed, reduced, cancelled.

- Deal with incoming mail to the department, sorting for distribution. Action resultant appointment request/enquires or sending new appointment request to the records office for formal processing.

- Book/alter/reschedule appointments following telephone requests from patients/GPs or other representatives. Telephone patients/GPs etc at request of consultant to obtain information/impart information or bring in at short notice. Whilst imparting/actioning information on behalf of patients it is necessary to act with understanding, tact and diplomacy and ensuring that all requests are dealt with efficiently and in a timely manner, following Caldicott guidlines.
• Maintaining departmental spreadsheets for both Inpatient and Outpatient activity.
• Producing adhoc reports for Line Manager, Clinical Service Manager or General Manager when required.
• Liaise with other departments/organisations for a variety of reasons such as urgent ward referrals, emergency appointments, and patient information. Book and confirm Hospital Transport requests. Book and confirm translator and interpreting services through the Glasgow & Clyde Interpreting service and the Centre for Sensory Impaired.
• Ensure department stationary adequately stocked and appropriately identified with department stamp and telephone number.
• The post holder is part of a wider team and may be required to provide essential support to other areas during periods of leave.

6. SYSTEMS AND EQUIPMENT

• Computer, keyboard, mouse, and associated software system: -

   Clinical Information System incorporating
   Out patient appointment system
   Casualty booking and information
   Case record tracking
   IP/OP waiting list system
   Trackcare

• Daily input of data onto above systems.

• Centralised Printer – Responsible for ensuring adequately stocked with paper and toner. Minor maintenance such as paper jams etc.

• Photocopier – used to copy information as required.

• Shredder - used to destroy sensitive/confidential information, ensuring any documents are destroyed in line with Health board destruction policy. Required to ensure personal safety at all times.

• Telephone - Good clear telephone manner required, high degree of accuracy when taking message

• Case note trolley – used to facilitate movement of case notes/stationery
throughout department to avoid unnecessary strain by lifting large, heavy bundles.

- Ensure all equipment used is operated with care and attention as well as ensuring in good working order and any faults reported if necessary.

7. DECISIONS AND JUDGEMENTS

The post operates within defined parameters but staff are required regularly to use initiative and judgement on a variety of issues throughout the day.

Some duties have deadlines to adhere to, patient enquiries and requests from medical staff are expected to be resolved and replied to promptly, making outpatient appointments within restricted timescales all require frequent use of one's initiative.

The post holder is also required to use initiative and decide when to deal with issues on his or her own or to pass to line manager/consultant/senior nurse as necessary.

At all times the postholder must ensure that all patient information is handled in line with divisional policy and procedure guidelines for confidentiality.

8. COMMUNICATIONS AND RELATIONSHIPS

The post holder regularly communicates with other staff groups, patients and their representatives or other external agencies verbally, face to face and in writing regarding appointments, admissions and patient care in general, whilst at all times ensuring patient confidentiality is a priority.

Tact, compassion and sensitivity are required when relaying sensitive information or dealing with patients who can be somewhat distressed/anxious. It is necessary to communicate effectively with people with difficulties such as, hearing impaired, foreign language and learning difficulties.

It is necessary to build up and maintain good working relationships with other departments/agencies in order to provide the most effective service.

A degree of patience and goodwill is required as occasionally difficulties arise when trying to co-ordinate a number of parties involved with patient care.
9. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

**Physical Skills:**
- Keyboard skills requiring high degree of speed and accuracy.
- Good telephone manner.
- More or less continuous use of VDU and telephone.

**Physical Demands:**
- High percentage of work is computer based therefore sitting in a restricted position for this proportion of duties.
- A combination of sitting and stretching is required on a daily basis.

**Mental Demands:**
- Concentration required maintaining spreadsheets.
- Direct involvement with patients, relatives and carers who may have challenging behaviour.
- Prolonged concentration required when carrying out analysis of data in a busy office environment with constant interruptions.
- Assimilation and retention of vital information.

**Emotional Demands**
- Maintaining a calm and friendly demeanour to inspire trust in often difficult or highly sensitive situations.
- Regular exposure to emotional content of information involving distressing patient circumstances.
- Communicating with distressed/anxious/worried patients/relatives.
- Achieving targets while maintaining a heavy workload.
- Manage time effectively, prioritising own work to meet competing demands.
- Assimilating all relevant information from various information systems and providing this to appropriate team members for action.
- Ability to multi-task and maintain a high degree of accuracy whilst dealing with interruptions and conflicting demands.
### 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Managing time effectively, prioritising work to meet demands.
- Promoting and facilitating change.
- Assimilating all information from system and providing information to all staff for action.

Keeping track of the multivariate nature of pressures which impact on waiting lists and developing creative and acceptable means of tackling issues and problems as they arise is also critical to the achievement of targets.

### 11. 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:** Admin Assistant (Apprentice) – Band 2

**Department:** Waiting Times – General Surgery

**Service:** North Sector, Greater Glasgow & Clyde

<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 4 English (or equivalent)</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>- 2 other National 4 qualifications (or equivalent SCQF level qualifications/awards)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Knowledge, Skills &amp; Abilities</strong></td>
<td></td>
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<tr>
<td>- Literacy and numeracy skills</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>- Good keyboard and IT skills including experience of using Office packages</td>
<td>Yes</td>
<td></td>
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<tr>
<td>- Good communication and Interpersonal skills</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>- Ability to understand and follow procedures and policies</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>- Effective team worker</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>- Ability to work accurately, paying attention to detail while working in a busy environment</td>
<td></td>
<td>Yes</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>- Friendly and helpful manner</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>- Reliability and punctuality</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>- Commitment to training &amp; development</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>- Enthusiasm and positive approach to work</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>- Ability to use initiative</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>
Once you have located the vacancy on the job site select the “How to apply: You can apply online, click here to start the process” option

Step 1 – Create your account
To create your user account type your email address into the email box under New User Registration. This will allow you to immediately proceed to completing an application form. You will also be issued a password by email which you can use when next accessing the system. Your user name will be your email address.

This email address will be your user name for future applications and the address that all emails from the NHS Scotland Webteam will be sent - including a notification of your password – so make sure it’s correct before pressing register.
Step 2 – Personal Details

- Please read the instructions at the start of this section and complete as many sections as you can.
- Name known by if different is if you are called something other than your birth name – eg Catherine known as Cathy or Joseph known as Joe.
- All applicant born in the UK or European Union are eligible to work in the UK and do not require a work permit – if this applies to you answer No for work permit and Yes for eligible to work in the UK. Non UK or EU nationals should view appendix 1 at the end of this document.
Step 3 – Criminal Convictions Declaration
If the position you have applied for states that PVG Scheme Membership/Disclosure Scotland Clearance is required **you must declare any unspent convictions and spent conviction that appears on either the “Offences that must always be Disclosed” or that appear on the “Offences to be disclosed subject to rules” lists.** For further information visit [https://www.disclosurescotland.co.uk/news/UKSCFAQs.htm](https://www.disclosurescotland.co.uk/news/UKSCFAQs.htm)
Step 4 - Qualifications and Memberships (Part C) – School, College, University and other Education History.

- For each subject you list you must include the type of qualification, the grade achieved and must include a date. If you are unsure of the exact qualification date please estimate using the last day of the month your qualification was issued eg 31/08/2015.
- For qualifications you are currently studying and have not received a result estimate the result you expect to receive and the date you estimate the results will be issued.
- All dates should be entered in number format. On submission they will revert to text and number – eg 31/08/2015 will become 31 Aug 2015. This is not an error.
Step 5 - Employment History (Part C)
If you have recently left School or College and/or have no previous employment please list the details of your school/college – see example below - and ensure the detail you type in the Role Purpose/Summary of Responsibilities section fits inside the box without scrolling.

For those with a current or recent employment history – paid or voluntary - please see next section.
Step 5 - Employment History (Part C)

- If you are now employed or have recently been employed in either paid or voluntary employment provide those employment details here. If you are still working in the job the “to date” should be 21/21/2112. If this is a job you have now left and you are not currently employed on a paid or voluntary basis please ensure you include your last working day as day, month and year.

- Other jobs if any can be listed in the Previous Employment Section. If you can’t be precise about dates please include an estimate date – day, month and year.

- Make sure that you do not repeat the detail on the Present or Most Recent post in the employment history. If space allows you can also include any school or college work experience or work placements and any voluntary work.
Step 6 – Other information

• In this section please ensure that your application includes full referee details one of whom must be your current or most recent employer (paid or voluntary employment). If you have previous employment – paid or voluntary - you can provide a character references (not friends or family members) and a reference from your school and college.

• If you have a disability you are not required to disclose it however we do operate a guaranteed interview scheme for disabled applicants who meet the minimum selection criteria. If you have declared a disability and require special requirements for interview please let us know.

• Only include details if your driving licence if the post you are applying for has specified that a driving license is essential.
Step 7 – The Statement in Support of Application

Your supporting statement is your opportunity to tell us why, aside from meeting the minimum requirements for the Modern Apprenticeship Programme you want take part.

Make sure your statement isn’t longer than 50 lines (aprox 1 A4 page including paragraph spaces) doesn’t include any bullet points or symbols and includes all the detail requested in the information pack. You might find it helpful to draft your statement in MS Word or a similar programme to ensure that you have checked the length, spelling and grammar.

Once you have pasted it into the box if you are not certain of length check the number of lines including paragraph spaces before you submit.

Please do not exceed the 50 line limit as although you may be able to view on screen, your additional text may not be visible to the shortlising panel.
Step 8 – Equal Opportunities information

We are an equal opportunities employer but the only way we can ensure this is by recording certain information about the people who apply for or jobs. This data is confidential and is not part of the selection process, is not retained with your application and is used for monitoring purposes only. If you do not wish to provide any data please select “prefer not to answer” but please note that as the funding for modern apprenticeships is linked to your Age you must provide your date of birth.
If you do not wish to provide any data please select “prefer not to answer” but please note that as the funding for modern apprenticeships is linked to your Age you must provide your date of birth.
Step 9. Submitting your application. If you have fully completed all the required sections you will see the option below to submit. **If you do not see the submit option please see next page.**
If you have not fully completed your application under the “Update your Application” section you will see what error is preventing your application submission. Once all sections are properly completed you will see the submit application option.
Step 9 – Confirmation that your application has been successfully submitted
You will see an onscreen message confirming successful submission and receive an email to
the email address you created your account confirming submission. Please ensure you check
your email inbox including junk mail folders for this email and make sure you keep this email
as confirmation of submission. You will receive an additional confirmation from NHS Greater
Glasgow and Clyde when we receive your application from the NHS Scotland Jobs Website.
Appendix 1

Right to work in the UK

Any one of the documents listed below will provide the necessary evidence of the right to work in the UK.

If selected for interview and appointment you will be asked to produce evidence of our right to work in the UK.

The document provided must be the original.

- A passport showing that the holder is a British citizen, or has the right of abode in the United Kingdom.
- A document showing that the holder is a national of a European Economic Area country* or Switzerland. This must be a national passport or national identity card.
- A residence permit issued by the United Kingdom to a national from the European Economic Area country or Switzerland.
- A passport or other document issued by the Home Office which has an endorsement stating that the holder has a current right of residence in the United Kingdom as the family member of a national from a European Economic Area country or Switzerland.
- A passport or other travel document endorsed to show that the holder can stay indefinitely in the United Kingdom, or has no time limit on their stay.
- A passport or other travel document endorsed to show that the holder can stay in the United Kingdom; and that this endorsement allows the holder to do the type of work the employer is offering if they do not have a work permit.
- An Application Registration Card issued by the Home Office to an asylum seeker stating that the holder is permitted to take employment

OR

Two of the documents in the combinations listed below will provide evidence of the right to work in the UK. The documents provided must be the originals.

First Combination

- A document giving a person’s permanent National Insurance number and name. This could be a: P45, P60, National Insurance card, or a letter from a Government agency

AND one of the following documents

- A full birth certificate issued in the United Kingdom, which includes the names of the holder’s parents or
• A birth certificate issued in the Channel Islands, the Isle of Man or Ireland or
• A certificate of registration or naturalisation stating that the holder is a British citizen or
• A letter issued by the Home Office which indicates that the person named in it can stay indefinitely in the United Kingdom or has no time limit on their stay or
• An Immigration Status Document issued by the Home Office with an endorsement indicating that the person named in it can stay indefinitely in the United Kingdom or has no time limit on their stay or
• A letter issued by the Home Office which indicates that the person named in it can stay in the United Kingdom; and this allows them to do the type of work that the employer is offering or
• An Immigration Status Document issued by the Home Office with an endorsement indicating that the person named in it can stay in the United Kingdom; and this allows them to do the type of work that the employer is offering.

Second combination

• A work permit or other approval to take employment that has been issued by Work Permits UK

AND one of the following documents

• A passport or other travel document endorsed to show that the holder is able to stay in the United Kingdom and can take the work permit employment in question or
• A letter issued by the Home Office confirming that the person named in it is able to stay in the United Kingdom and can take the work permit employment in question.