NHS GREATER GLASGOW AND CLYDE

MODERN APPRENTICE ADMINISTRATIVE ASSISTANT – PHARMACY SERVICES

Post Ref: 56446A

Closing Date: Noon, Friday 24th May 2019
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*Please read the summary information as you will be required to refer to the information on skills and personal qualities required in your supporting statement.*

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*Please ensure that when completing your supporting statement you address the questions posed on page 11 and refer to the skills and personal qualities required outline in the summary information.*
The current vacancy for the apprentice Administration Assistant within Pharmacy Services is open only apprenticeships are only open to those applicants aged 16 to 24 years (or 16 to 29 years for Disabled Applicants or applicants who are care experienced*), in line with NHS Greater Glasgow and Clyde Youth Employment Plan and workforce projections.

* Care experienced applicants are people who live/have lived with foster parents/kinship carers or who live/have lived in a residential children's setting/secure unit. If this describes you please indicate this in your supporting statement.

In order to apply you must have a minimum of:

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

During the MA programme you will be working towards achieving an 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 13
- 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.

How long will it last?
If successful in your application to NHS Greater Glasgow and Clyde you will be employed on a Fixed Term two 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 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 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?
This post is based across two sites Glasgow

You will spend 3 days per week working within the Pharmacy Services Administration Team’s Office in Clarkston Court, 56 Busby Road, Clarkston G76 6AT. Car parking is limited but Clarkston Court is opposite Clarkston Train Station.

Click link to view a location map

The remaining 2 days per week will be spent within the Regional Cancer Care Pharmacist’s Team based at the Beatson West of Scotland Cancer Centre (BWoSCC).

Click link to view a location map

1 http://www.skillsdevelopmentscotland.co.uk/our-services/services-for-individuals.aspx
Car parking is limited but the BWoSCC is a short walk from Hyndland Train Station and has a frequent bus service running along Great Western Road.

**What does the Pharmacy Services Team do?**
The Pharmacy Services Team delivers a service in support of primary and acute care pharmacy, medicines governance, public health pharmacy and prescribing support and support community pharmacists in delivering services for our patients and the public across Glasgow and Clyde.

The role of NHS Greater Glasgow and Clyde Pharmacy Service is to:

- Ensure that patients derive maximum benefit and minimum harm from their medicines
- Provide a single system approach to pharmacy and prescribing policy issues, including integration of systems within pharmacy and prescribing support functions
- Support clinicians in their provision of high quality, effective and efficient pharmaceutical care to individual patients at whatever their point of need in their healthcare journey
- Provide prescribers and managers with high quality, timeous information, analysis and advice to assist them to deliver effective prescribing management
- Ensure that medicines are purchased, stored, dispensed and prescribed as cost effectively as possible

**What hours will I work?**
The shift pattern is usually Monday to Friday 9:00 a.m. to 5:00 p.m.

**What will I be doing?**
A full outline of the duties is provided in the full job description (attached). The duties will change regularly depending on what work and projects are required within the service.

However, in general these tasks will be;

Main duties include:

- Inputting of clinical/non clinical data using various databases and preparing Microsoft Excel spreadsheets and reports
- Diary management via the Microsoft Outlook system and arranging/booking of suitable venues
- Dealing with email, telephone and face to face enquiries
- Processing of Payroll information onto the electronic time & attendance system and submitting documentation to the Payroll department.
- Preparation of agendas, letters, correspondence and other documentation including attendance at departmental meetings and recording minutes
• Co-ordinating the procurement and ordering of stationery/consumables and processing deliveries on arrival
• Collating Governance compliance

Who else works within the team?

The Pharmacy Services Administration Teams at Clarkston Court consists of the Business and Performance Review Manager and 9 other Administration Staff across the Service.

The Regional Cancer Care Pharmacist’s Team at BWoSCC includes the Regional Cancer Care Pharmacist, two Lead Pharmacists and the Information Officer.

What type of person are you hoping to recruit?

We are looking for someone who is enthusiastic to learn and to 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.

We are looking to recruit someone who is interested in administration and also has an interest in working with numbers to provide interesting and meaningful information.

The information we provide must be accurate therefore excellent attention to detail is required.

Good communication skills are essential as you will spend time obtaining data from a range of sources so good written, verbal and listening skills are required.

The team members are friendly, energetic and hard working and so someone with an enthusiastic and friendly approach to work will find it easy to settle in.

You should consider how you will give examples of these skills and qualities in your supporting statement. See page 13 for guidance.

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 ask of you.
This apprenticeship posts will last for two 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
- 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; however you will also learn about and work a lot with data and statistics.

This is a great opportunity to get an insight into the process regarding patient management and data systems. For example, you will learn about the administration side of inputting data and how that data is used. You will be able to see the value of the administration aspect of Pharmacy Services by working on data required to be sent to managers, directors and to Scottish Government.

You will gain knowledge and experience of working in a busy administration team, working for senior managers and using an array of NHS systems. Furthermore, as data becomes ever more
important for the NHS and job opportunities are growing in Informatics, you will gain an understanding of how the NHS use, develop and analyse data.

**Will I be paid?**
Yes. NHS Greater Glasgow and Clyde is a Living Wage Employer. This Modern Apprenticeship will pay you a minimum £17,593 per annum (£9 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.

**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.

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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

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<th>Date</th>
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<td>Information Session — your opportunity to find out more about this apprenticeship. Places are limited – book your space at</td>
<td>5:30 pm Monday 20th May at West Glasgow ACH, Dalnair Street</td>
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<tr>
<td><strong>Click Here</strong> by Noon Friday 17th May to secure a place.</td>
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<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>
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<tr>
<td>Closing date for application submission</td>
<td>12 Noon on Friday 24th May 2019</td>
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<tr>
<td>Applications assessed and candidates selected for assessment</td>
<td>Process completed by 5th June 2019</td>
</tr>
<tr>
<td>Selected candidates invited for skills assessment</td>
<td>TBC</td>
</tr>
<tr>
<td>Interview Preparation Session for short-listed candidates</td>
<td>Monday 10th June</td>
</tr>
<tr>
<td>Interviews</td>
<td>Tuesday 18th June 2019</td>
</tr>
<tr>
<td>Anticipated start date for Successful candidates to commence employment subject to the satisfactory completion of pre employment checks</td>
<td>Late July/Early August 2019</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.

As part of the selection process we will carry out a skills assessment to access your suitability for the role.

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 19 and that before submitting ensure you have provided responses to the questions you have been asked to address on page 12 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.
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 Friday 24 May**th **2019** at the latest.

We will NOT accept late applications.
THE MODERN APPRENTICESHIP SELECTION PROCESS

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 qualifications 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 for Tuesday 18th June. 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 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 Pharmacy Services 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 Keep a copy of your 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 24th May 2019

Late applications will not be considered.
THE MODERN APPRENTICESHIP TERMS AND CONDITIONS

Starting Salary
£17,593 per annum.

Pay Band
Band 3 Annexe 21

Fixed Term Contract Duration
The duration of the post is fixed term for 2 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 to 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.

THE MODERN APPRENTICESHIP TERMS AND CONDITIONS

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
Where will I be working?
The successful candidate will be based at Clarkston Court within the Business & Performance Review Managers Team Office, Pharmacy Services Team (3 days per week) and at the Beatson West of Scotland Cancer Centre within the Regional Cancer Care Pharmacist’s Team (2 days per week).

What are the working hours and shift pattern?
Office hours; Monday to Friday – 9.00am until 5.00pm (30 minute lunch break).

What does the Pharmacy Services Team do?
The Pharmacy Services Team delivers a service in support of primary and acute care pharmacy, medicines governance, public health pharmacy and prescribing support and support community pharmacists in delivering services for our patients and the public across Glasgow and Clyde.

In line with national guidance and local priorities, the aims of the Team are to:

- Ensure that patients derive maximum benefit and minimum harm from their medicines
- Provide a single system approach to pharmacy and prescribing policy issues, including integration of systems within pharmacy and prescribing support functions
- Support clinicians in their provision of high quality, effective and efficient patient centred pharmaceutical care for patients at whatever their point of need in their healthcare journey
- Provide prescribers and managers with high quality, timeous information, analysis and advice to assist them to deliver effective prescribing management
- Ensure that medicines are procured, securely stored, dispensed, prescribed and administered safely and cost effectively
What are the common duties of this role?
Main duties include:

- Inputting of clinical/non clinical data using various databases and preparing Microsoft Excel spreadsheets and reports
- Diary management via the Microsoft Outlook system and arranging/booking of suitable venues
- Dealing with email, telephone and face to face enquiries
- Processing of Payroll information onto the electronic Time & Attendance system and submitting documentation to the Payroll department.
- Preparation of agendas, letters, correspondence and other documentation including attendance at departmental meetings and recording minutes
- Co-ordinating the procurement and ordering of stationery/consumables and processing deliveries on arrival
- Collating Governance compliance across

Who else works in the team?
The Business & Performance Review Manager’s Team consists of the Business and Performance Review Manager, the Office Manager and one Secretary. The Regional Cancer Care Pharmacist’s Team includes the Regional Cancer Care Pharmacist, two Lead Pharmacists and the Information Officer.

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

What are the most important personal qualities required for the role?
You will need:

- excellent verbal and written communication skills,
- the ability to work as part of a team being flexible and reliable.
- the ability to follow departmental protocols/procedures

What is the most challenging part of this role?
The most challenging aspect of this role is prioritising workload to ensure completion whilst experiencing regular interruptions.

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 Practitioner level on appointment.

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<tr>
<th>JOB IDENTIFICATION</th>
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<tbody>
<tr>
<td>Job Title:</td>
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<td>Responsible to:</td>
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<tr>
<td>Department:</td>
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<tr>
<td>Directorate:</td>
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2. JOB PURPOSE

- The post holder will provide a comprehensive and effective clerical and administrative support.
- They will deal with routine day to day enquiries within the department.
- They may be a point of reference for clerical officer’s routine work.

3. ROLE OF DEPARTMENT

The role of NHS Greater Glasgow and Clyde is to:

- Ensure that patients derive maximum benefit and minimum harm from their medicines
- Provide a single system approach to pharmacy and prescribing policy issues, including integration of systems within pharmacy and prescribing support functions
- Support clinicians in their provision of high quality, effective and efficient pharmaceutical care to individual patients at whatever their point of need in their healthcare journey
- Provide prescribers and managers with high quality, timeous information, analysis and
advice to assist them to deliver effective prescribing management
- Ensure that medicines are purchased, stored, dispensed and prescribed as cost effectively as possible

4. ORGANISATIONAL POSITION

5. SCOPE AND RANGE

- Provides a comprehensive administration service to a departmental manager.
- The post holder will provide reception and clerical support to the service.
- The post holder will work within clearly defined protocols and procedures, adhering to policies e.g. Health and Safety, Data Protection and Confidentiality.
- After initial induction and on the job training, the postholder will work with little supervision although guidance and assistance is available from supervisor/line manager on a daily basis.
- Post holder will have a Personal Development Plan.

6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

- To receive clients/staff/members of the public in a polite and helpful way and ensure they are dealt with appropriately and efficiently, respecting confidentiality at all times.
- To sort and handle internal/external mail and deliveries as appropriate.
- To deal with face to face and telephone enquiries from health service personnel and members of the public, and take appropriate action within clearly defined protocols.
- Maintain and update computerised and manual systems.
- Attend departmental meetings, prepare agendas, record minutes and distribute accordingly.
- Accurate inputting of clinical/non clinical data in computerised systems.
- Allocate and change appointments both face to face and by telephone.
- Maintain an efficient, accurate and up to date effective filing system which may
include retrieval of files from off site storage, and/or files from other NHS departments, complying with the Data Protection Act.

• Stock control in accordance with the Standing Financial Instructions.
• Typing of letters, correspondence and other documents when required.
• Ordering of stationery, leaflets and resources etc.
• Record and prepare standard documentation for authorisation eg. Payroll and finance documentation, workforce information and purchase orders.
• Operation of all office systems and machinery (see Systems and Equipment Section).
• Adhere to and comply with, Quality Assurance Guidelines, Policies and Procedures, eg. Health and Safety, Smoking and Alcohol Policies.
• Undertake training as required.
• Provide cross cover, if required, in line with duties above.

7a. EQUIPMENT AND MACHINERY

• Desktop PC
• Photocopier/Scanner/Printer
• Telephone

7b. SYSTEMS

• Computerised or manual clinical system for management of patients data and appointments
• Microsoft Office Packages
• E-Mail, Internet and Intranet
• Office filing and bring forward system
• Appropriate standard documentation for specific services
• Electronic data storage eg Word, Access, Excel, PowerPoint
• Alarm systems

8. DECISIONS AND JUDGEMENTS

• After initial induction, the postholder will work with minimum supervision although, advice and guidance is available on a daily basis if required.
• Demonstrate a degree of initiative when dealing with enquiries both face to face and by telephone.
• Prioritising of daily workload.
- Operate within NHS Greater Glasgow & Clyde policies and procedures.

### 9. COMMUNICATIONS AND RELATIONSHIPS

- Communicate on a daily basis, with clients, carers, visitors, service staff, contractors and external agencies eg. voluntary services.
- May handle sensitive information.
- This communication will generally be by telephone, fax, email or face to face.
- When new staff members are inducted they will generally shadow colleagues and receive training on them standard paperwork and procedures.

### 10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

<table>
<thead>
<tr>
<th>Physical skills</th>
<th>Physical demands</th>
<th>Mental demands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undertake daily and routinely moving and handling eg. Patients' records, mail packages etc.</td>
<td>Exposure to noisy environment</td>
<td>Exposure to noisy environment</td>
</tr>
<tr>
<td>May be more or less continuous use of keyboard and VDU</td>
<td>May be required to work in confined areas</td>
<td>Exposure to variable temperatures</td>
</tr>
</tbody>
</table>

- Emotional impact of dealing on a regular basis with competing priorities | May be required to work in confined areas |

- Emotional demands  

- Working conditions

### 11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Prioritising workload and complete while experiencing regular interruptions.
- Required to work to a high degree of accuracy, verify and input data or follow up queries with the appropriate Health Professional.
- Dealing with anxious, sometimes aggressive clients in a professional manner.
12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Please note the criteria outlined in this section do not apply to applicants for the Modern Apprentice Programme. Modern Apprenticeship Applicants must possess at least one National 5 at Grade A to C (or equivalent) in English two other National 4( or equivalent) qualifications.

**Essential**
- ECDL or equivalent proficient in all Microsoft packages
- Good written and verbal communication skills.
- Good planning and organisation skills.
- Ability to work with little supervision
- Ability to work to deadlines
- Ability to work as part of a team
- Ability to follow protocols for work areas and contribute to review of these protocols
- Flexible approach to prioritising workload

**Desirable**
- Previous NHS Experience
- Previous experience of manipulating data on Excel
HOW TO CREATE AND SUBMIT AN ON LINE APPLICATION

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 its 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 and other Declaration

Please ensure you read this section carefully and complete the declaration at the end.
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.
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 to take part.

Make sure your statement 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.
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 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.