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**Business Administration**

Medical Secretarial Team

**June 2024**

**Introduction**

The current vacancy for a Modern Apprentice (Business Administration) is open **only** to applicants aged 16 to 19

In order to apply you must have already be in possession of a minimum of:

5 x National 5 (or equivalent) qualifications in the following subjects at grade A or B;

* English
* Maths
* An additional 3 subjects of your choice

During your 2 year Modern Apprenticeship training programme you will be working towards achieving the following qualification;

* Business Administration (SCQF Level 6)

During the 2 year period, additional / supplementary training will be provided as part of your statutory / mandatory or personal development training programme. 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 and the other requirements highlighted within the Person Specification

Please ensure that you read the guidance carefully on completing the application form and your supporting statement BEFORE you submit your application. You should complete your application using a PC / electronic device and submit your completed form in WORD Format **only** via the email address provided

Photographs, CVs and submission of separate pages of the application form will not be accepted – all applications must be submitted as one complete document

**What is a Modern Apprenticeship?**

Modern Apprenticeships offer the opportunity of gaining skills and qualifications that will help you start your career.

A Modern Apprentice has the opportunity to be in paid employment and work towards obtaining several (where appropriate) recognised vocational qualifications at the same time.

Currently, in Scotland, there are over 80 different Modern Apprenticeship frameworks and are aimed at a range of different occupational pathways and these are normally open to young people aged 16-24 years old.

**How long will it last?**

If successful with your application for the Modern Apprenticeship (Business Administration), you will be employed on a 2 year Training Contract (Fixed Term).

During your apprenticeship you are expected to attend regular reviews to discuss your progress and development needs, and are expected to adhere with the agreed training plan.

This includes attending internal and external training and taking responsibility, with support, to collect the evidence required that supports your competence in the job role.

**Will I be working to a Job Description?**

Yes. You will work to the Job Description linked to the Modern Apprenticeship (Business Administration) with the expectation that you will be supported and trained to carry out all of the duties and responsibilities outlined (contained within the pack).

You will also receive an NHS Knowledge & Skills Framework Post Outline which supports the specific Modern Apprenticeship programme. This highlights the key areas which you are expected to achieve before you complete your training programme. Performing a wide range of work, will include assisting experienced / trained staff with a range of administration related tasks appropriate to the Apprentice role:

These tasks may include:

* communicating with a wide range of staff, heads of service and external stakeholders via telephone, electronically using MS Teams or face-to-face
* communication via telephone and / or face-to-face with staff, service users or training providers
* using a range of IT systems
* using a range of office equipment
* receptionist duties (inc. diary management)
* filing and recording staff training
* processing purchase orders and invoicing procedures
* processing patient related correspondence in a confidential manner
* keeping patient notes / records secure and up to date
* answering any basic queries that staff may have

**Note:**

The above list of duties is not comprehensive, but should be regarded as indicative of the range of work expected of a Modern Apprentice within the practice.

**Where will I be working?**

Due to the nature of the job, this post will be based within the Medical Secretarial Team located on the Foresterhill Health Campus, Aberdeen (however the successful candidate must be flexible and prepared to work at other locations on an ad-hoc basis if and when required). This post will follow the safe working environment guidance, adhering to physical distancing and strict hygiene measures.

**A bit about our service ?**

The Medical Secretarial Service comprises of many different service areas across Aberdeen Royal Infirmary, Royal Aberdeen Children’s Hospital, Aberdeen Maternity Hospital and Woodend Hospital.

Currently, the service employs in the region of 300 staff who are supported by Trainers, Supervisors, Assistant Medical Secretarial Manager and Medical Secretarial Manager.

We are a very progressive, forward thinking and proactive service who take pride in the provision of high quality services for our patients, staff and service users, ensuring that all our staff are trained to a high standard.

We encourage our staff to develop their range of skills and competency where possible ensuring that they can take advantage of opportunities which may arise where they can advance their career.

We embrace technology and most of our work involves using digital systems including the use of TrakCare, Office 365, MS Teams and TURAS (the NHSScotland Learning Management system).

Our Modern Apprentice will be an essential member of our team, so a helpful, friendly and positive attitude is essential.

**What hours will I be expected to work?**

This post is based on working 37 hours per week over the following:

Monday – Thursday: 8 am – 4 pm

Friday: 8 am – 3.30 pm

With ½ hour for Lunch

Due to the nature of our service, there may be a need to adopt a ‘flexible’ approach to work eg: coming in slightly later and finishing later than the above work pattern – but notice will be given if this is required

**Will I be working within a patient environment?**

Due to the type of service the department provides and its location, it is likely that you will have any direct contact with clinical environments such as a reception area.

**What will I be doing?**

A full outline of the job is provided in the job description, a copy of which is contained within your information pack. You will be expected to work under the direction and supervision of an experienced member of staff at all times during your apprenticeship training programme. As you develop more skills you will be expected to carry out minor tasks on your own as required.

**Who else will I be working with?**

Due to the nature of the department you will be required to work alongside and / or provide support to wider members of the healthcare team who include;

* Medical Secretarial Management & Training Team
* Medical Secretaries , Audio Typists & Filing Clerks
* Reception & Out-patient staff
* a wide variety of both clinical and non-clinical staff

Our team also work closely with a wide range of external training providers and organisations who are based both locally and nationally.

**What type of person are we hoping to recruit?**

This job requires someone who can help us to deliver a high standard of customer services for our patients, staff and service users. However, we are looking for the successful person to come to us with some basic skills and attributes. This means that we are looking for people who possess the qualities and behaviours noted below to join our team;

* good communication, interpersonal skills and a sense of humour
* a caring / helpful nature, sensitive to the needs of our patients and service users
* ability to manage the demands on your time
* reliable and presentable
* someone who can use their own initiative (if required) to prioritise minor tasks
* ability to complete their theoretical component of their training to agreed timescales
* maintain a high-standard of evidence portfolio
* good IT skills
* ability to display appropriate qualities and behaviours associated with treating people with dignity and respect in association with our equality and diversity policies
* ability to maintain and demonstrate high standards of health, safety and confidentiality

**Learning, development and education**

By the end of the first 3 months in post you will be expected to have completed the:

* Workplace Orientation Training
* Statutory / Mandatory eLearning for new employees
* Any training sessions and review meetings identified as essential to your Modern Apprenticeship programme
* NHS Scotland Healthcare Support Worker Workbook

A modern apprenticeship isn’t just about working; you need to be committed to learning too. During the 2 year period you will be expected to work as a member of our team but also work towards achievement of your SCQF Level 6 qualification in Business Administration. As well as working you will also be required to agree to a training / development plan and attend meetings with your mentor, tutors and assessors as required.

**Will I be paid?**

Yes. You will be paid £23,362 - £25,368

**Will I have to wear a uniform?**

No. But you will be required to dress smartly, promoting a professional image of the department.

The wearing of PPE must be worn at appropriate times eg: if accessing general healthcare areas

**What is a Modern Apprenticeship Framework and where does an SVQ fit in?**

A Modern Apprenticeship framework is the name given to your training programme 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.

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 identified for your job role. There are no exams involved in an SVQ, staff are assessed in both their workplace and at their training provider’s training centre 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?**

As part of your 2 year Modern Apprenticeship Training Programme you will be required to study and complete the qualification in Business Administration (SCQF 6). In addition to this core qualification, you may have to undertake other valuable accredited qualifications which will be related to subjects such as IT systems, filing, customer care, infection prevention and control etc.

**Selection timetable for Applications**

Vacancy opens Friday 14th June , 2024

Vacancy closes Friday 28th June, 2024

Proposed Interview **to be confirmed**

The anticipated start date for successful candidates to commence employment subject to the satisfactory completion of pre-employment checks is **July/August 2024**

All our offers of employment are **conditional** and subject to the receipt of satisfactory pre-employment checks which may include things like referee reports, an occupational health assessment and disclosure certificate.

**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. We also match this against the essential criteria noted on the person specification.

**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 and before submitting ensure that you have provided responses to the questions you have been asked to address on 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. 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. 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 etc.

**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 difficult for applicants to provide us with the details for **three** referees if they have not worked before so we will accept educational references from teachers at your school / college. However, if you do have a current part‐time job, have volunteered or worked before please give us details of someone who can provide a reference for this.

It is important that you give us **full** contact details including a postal address along with an email address AND that you ask the person for permission to use them as a referee before you submit the application form. You should not include the names of family members for reference purposes.

We will only contact your referees if we decide to make a conditional offer of employment.

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

Your application must be submitted on or before  **Friday 28th June .** We will NOT accept late applications.

**Who will assess my application?**

Your application will be assessed by the appointing officer who will ensure that you meet the minimum selection criteria (as noted in the person specification). They will be judging how well your application matches the selection criteria for the post and will review the supplementary 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.

**Disability**

The Equality Act 2010 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”. NHSScotland is “Positive about Disabled People” as part of our continued commitment to extend job opportunities for people who are disabled.

The Modern Apprenticeship Application form

**What information 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?” (within this application pack)

* Why are you interested in an Apprenticeship with NHS Grampian?

Please describe briefly why you think you would be good applicant for the Healthcare team. Tell us about your interest in working in healthcare 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, communication skills, teamwork, IT skills etc), any clubs or after school / college groups/other interests that demonstrate the skills and personal qualities we are seeking.

Do you care for a family member or friend? Have you helped someone who does? Do you help care for your sister or brother? What examples can you give us that show you have the patience and personality to look after someone?

* 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 in **WORD** format only and should be emailed as 1 complete file / document to:

gram.apprenticeships@nhs.scot

***On no account should individual pages of the application be photographed by mobile phone and submitted as multiple attachments in JPEG, PDF or similar format as this will not be considered.***

***Please ensure you DO NOT use Google Drive Links when you send your application as these cannot be opened***

You will receive confirmation of submission from the NHS Grampian Apprenticeship Team in due course.

If you have any problems submitting your application form please call Fiona Kelly, Employability Officer in the NHS Grampian Apprenticeship Team on 01343 567265

**Job Description**

**Medical Secretarial Team**

**Modern Apprentice (Business Administration)**

**Job Summary:**

The Modern Apprentice (Business Administration) plays a key role in delivering a high-quality service by providing administrative support for NHS Grampian’s Medical Secretarial Team

This will include administrative support for various specialties within the Medical Secretarial team across all of our hospitals.

Duties may include;

* Filing and scanning
* Tracking of medical records via TrakCare system
* Assisting with reception duties
* Answering telephone calls and dealing with basic queries
* Ordering supplies via the PECOS system
* Opening and distributing incoming mail
* Various other administrative tasks to help support the workload of the team

**Organisational Chart:**

**Communication and relationship skills:**

Enquiries / visitors can be both internal and external to NHS Grampian e.g.: local authorities, third sector, schools, colleges & universities, training providers and employability agencies

Liaising with training and administration teams to receive instructions and allocated work / training.

**Knowledge, training and experience:**

The Modern Apprentice / L&D Administrator will have:

A minimum of 5 ‘National 5’ Grades at A or B in English & Maths & 3 other subjects

Basic level of knowledge of Microsoft / Office 365 applications required

Ability to demonstrate initiative to deal with both routine and non-routine enquiries

Must be able to demonstrate a good level of competency in IT skills (experience of digital media would be an advantage)

**Analytical and judgemental skills**

Problem solve and sign-post staff and visitors in relation to basic queries within the area you are based

Act as go between to find solutions for enquiries

**Planning and organisational skills**

Be able to work across ‘multiple’ specialties, tasks and systems, often at the same time e.g. ordering, filing and dealing with incoming mail.

Promote / achieve best team outcomes in administrative work by e.g. using recognised systems for managing processes, planning and prioritising daily workload and dealing with unplanned activities, changing priorities and reporting of any issues to line manager for assistance

**Physical Skills**

Excellent Keyboard skills –including data entry where accuracy is essential

Computer applications used:

* Office 365 (inc. Word, Excel and PowerPoint)
* TURAS (Learning Management system)
* MS Teams
* TrakCare
* PECOS (Procurement Management System)

Photocopier

Telephone system

**Responsibilities for patient/client care**

Contact with patients / clients – would include at a reception area or over the telephone

**Responsibilities for policy and service development implementation**

Learn in-house procedures to ensure a quality service.

Freedom to suggest ideas, suggestions, amendments and improvements within own work area.

**Responsibilities for financial and physical resources**

Ensures the security of various pieces of equipment e.g.: laptops, medical records and ordering documentation

Assists with the placing of orders for stationery etc through PECOS (procurement system)

Shares a team responsibility for the securing and locking-up of the department on a regular basis

**Responsibilities for human resources**

Has a responsibility to adhere to and comply with NHS Grampian HR policies and procedures

**Responsibilities for information resources**

Uses both ‘Word & Excel’ regularly to update files and information

Uses TrakCare to ensure medical records are tracked accurately

**Responsibilities for research and development**

Ensures that statutory / mandatory eLearning is completed / maintained and kept up to date on TURAS

Completes and participates in departmental iMatter (annual staff survey) and annual Development Review process

**Freedom to act**

Works under supervision and direction to manage workload

Ability to recognise when a decision / task is ‘out-with’ ones’ own remit and to escalate / consult line manager for advice

Develop time management skills and learn to prioritise work

Required to be self-motivated and responsive to the variety of enquiries and requests

Learn to respond to changing priorities and objectives, ensuring deadlines are achieved

**Physical effort**

Frequent requirement for sitting in restricted position e.g.: at computer

Occasional moving of equipment e.g. chairs, medical records, stationery supplies and other minor office equipment e.g.: trollies

**Mental effort**

A high level of concentration is required at times for processing purchase orders, updating TrakCare medical records and ensuring accuracy of details entered in systems

Frequent interruptions by telephone, email and MS Teams which require the attention of the Modern Apprentice and require them to change activity on a regular basis

# Emotional effort

They will also be required to handle sensitive / confidential information which may include dealing and communicating information relating to patients and their medical treatments / admissions, which can often be distressing in nature

**Working conditions**

The VDU is utilised continuously in this administrative role.

The post-holder will also require to travel on an ad-hoc basis to different venues to be able to deliver their normal role or to participate in training

Computer / media applications used:

* Office 365 (inc. Word, Excel and PowerPoint)
* TURAS (Learning Management system)
* MS Teams
* TrakCare
* PECOS

**Person Specification**

|  |  |  |
| --- | --- | --- |
| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications** | A minimum of 5 ‘National 5’ Grades (or equivalent) at A or B in English & Maths + 3 other subjects of your choice  Basic knowledge of Microsoft packages |  |
| **Experience** | Good keyboard skills  Good communication skills | Experience of working in an office or administration environment  Business Administration Qualification |
| **Special Aptitude and Abilities** | Good organisational and IT skills  Accuracy and attention to detail  Ability to work as part of a team  Ability to prioritise workload | Experience of Digital media / applications would be useful |
| **Disposition** | Professional in approach when dealing with patients, relatives and colleagues in a confidential manner  Sensitive to the needs of patients  Flexible and ability to multitask |  |
| **Physical Requirements** | Good general health  Neat and tidy appearance |  |
| **Particular Requirements**  **of the Post** | Ability to undertake a comprehensive range of Medical Reception and related admin duties in a confident, courteous and professional manner to ensure a high standard of patient care  Dealing with confidential issues discreetly | Experience of working or volunteering in a customer or patient facing role |

**Completing the Application**

Once you have located the vacancy you should email gram.apprenticeships@nhs.scot requesting an application pack making sure your name and contact details are given

**Completing your Application Form**

**Part A – Personal Details**

Please read the instructions carefully and complete all parts of this section

* Name known by if different is if you are called something other than your birth name –

e.g.: Catherine known as Cathy or Joseph known as Joe.

* All applicants 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

* Introducing yourself – please imagine you are writing a covering letter us this section to tell us a bit about yourself – remember, there may be a few things that you are able to include here that ‘sets the scene’
* Reasons why you are interested in applying – you need to think about this carefully as the panel will be interested to hear what actually motivated you to apply for this Modern Apprenticeship post

**Part B – Declarations**

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

Please remember that all applications are treated in the strictest confidence and all are considered on an individual basis

**Part C - Qualifications – 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 e.g. 05/08/2018.
* 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.
* Include the details of any other appropriate training courses or training that you have undertaken which may be relevant to your application

**Please remember that you must be in possession of all the qualifications noted in the Advert / Person Specification at the time of application – predicted grades will not be considered**

**Part C - Employment History**

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 text box

For those with a current or recent employment history – paid or voluntary ‐ please see next section.

* 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 you should note “to date”. 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.

* Please note down details of Work Experience or Work Placements that you have completed whilst at school or college and include any voluntary work that you have completed
* Greatest achievement – tell us about what you feel has been your greatest achievement to date – you may want to include what you learned and why this has had such an impact on your life
* Skills & Qualities – describe the skills and qualities that you feel you could bring to the post of Modern Apprentice – please provide evidence to support your comments e.g.: ‘if you say that you have good time-keeping and you are reliable you may want to support this by tell us that you are required to start work at 7am delivering papers etc’
* Supporting Statement – 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 is comprehensive as this can often be a deciding factor in shortlisting for interview. 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.

This is perhaps seen by some as the most important part of the application form as it is your opportunity to tell us all about your personal attributes, experience and/or career aspirations are

* Hobbies & Interests – please remember and tell us about what you do in your spare time – are you a member of any youth groups/organisations, teams or personal interests
* Referee Reports – Please supply the full name, address, email address and telephone contact details of **3 Referees** – please remember to highlight in which capacity they are providing your reference

If you are in employment, one of these should be your most current employer. Others you may wish to include could be your Guidance Teacher, Youth Leader, Team Manager, or a person of good standing who can provide details of your character.

**Please do not supply contact details of any friends or family members**

* Disability - 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.
* Driving Licence - You will only need to include details of your driving licence if the post you are applying for has specified that a driving license is essential
* Please remember to tell us where you saw the job advertised as this help us target job advertising in future

**Part D - 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 Apprenticeship trainings is linked to your ‘age’ **you must** provide your date of birth.

Once you are satisfied that you are happy with the information you have entered on your application form – please **SAVE** the application form as a **MS WORD** document / file

You should only email **ONE** file attachment (your Application Form)

**Once the Modern Apprenticeship Team receive your application you will receive an email confirming this**