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**NHS Greater Glasgow and Clyde**

**Apprenticeship Programme**

**Administration Assistant in Pharmacy Services (Modern Apprenticeship)**

**Location: Clarkston Court**

**(with occasional travel to other sites as required)**

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**Who can apply for this Programme? **

Our Administration Assistant in Pharmacy Services (Modern Apprenticeship) is only open to applicants who will be aged 16 to 24 years (or 16 to 29 years for Disabled Applicants or applicants who are care experienced\*) on 31st July 2024, in line with NHS Greater Glasgow and Clyde Widening Access to Employment Strategy and workforce projections.

We are committed to recruiting a workforce that reflects our population and we welcome applications from people from Black, Asian or other Minority Ethnic backgrounds, from LGBTQ+ candidates, Care Experienced\* people and Disabled people.



**Entry Criteria**

Applications are considered on a competitive basis which means not all candidates who meet the entry criteria will be guaranteed an interview.

The assessment section 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 this section carefully** and ensure you provide all the information we ask you for.

In order to be considered for interview your Application Form MUST clearly demonstrate that you meet the following criteria:

* National 5 English Grade A-C  (or equivalent)

AND

* two other National 4 qualifications (or equivalent) .

AND

* Fully complete the assessment question section of the application form to demonstrate that you have the interpersonal skills and qualities we require for this post.

We operate a Guaranteed Interview scheme for Care Experienced\* and Disabled applicants who meet the minimum selection criteria for this post. Please contact donna.lennie@ggc.scot.nhs.uk for more details

*\*The term “care experienced” refers to anyone who has been, or is currently in care. This includes kinship care where you are living/lived with a relative who is not your parent, or looked after with the help of social work, or living/lived in Residential care, Foster care, secure care or Adoption.*

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**Administration Assistant in Pharmacy Services (Modern Apprenticeship)**  

**What is a Modern Apprenticeship?**

A Modern Apprenticeship is a job which lets people earn a wage and gain an industry-recognised qualification whilst they are working. This means that you will be an employee of NHS Greater Glasgow and Clyde and during your employment with us will be supported to gain the skills and qualifications that will help to start your career as a Administration Assistant in Pharmacy.

**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.   A full outline of the duties is provided in the full job description. The duties will change regularly depending on what work and projects are required within the service.

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

**Who else works within the team?**

The Pharmacy Services Administration Teams at Clarkston Court consists of the Business and Performance Review Manager and 11 other Administration Staff across the Service.

**What will I be doing?**

A full outline of the duties is provided in the full Job Description (below).  The duties will change regularly depending on what work and projects are required within the service.

However, in general these tasks will be;

* Inputting of clinical/non clinical data using various databases and preparing Microsoft Excel spreadsheets and reports
* Diary management via the Microsoft Outlook systems 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

**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.

**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.

**Where will I be working?**

This post is based 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

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.

**Hours of Duty**

37 hours per week.

**What hours will I work?**

The shift pattern is usually Monday to Friday 9:00am to 5:00pm, early day to be negotiated.

**How long will this Training Programme 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.

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

Training will be undertaken in your place of work with the support and qualification assessment provided internally by a team of experienced work-based assessors.

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.

**How is the Scottish Vocational Qualification (SVQ) Delivered?**

An SVQ is a qualification that shows that you are able to perform a job to nationally recognised standards and is made up of a number of units, each one of which describes an aspect of the job. 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 and will assemble a portfolio of evidence in support. Your workplace training supervisor will also be involved with some assessments to provide workplace monitoring and feedback.

**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 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.

**Will I be paid?**

Yes.  NHS Greater Glasgow and Clyde is a Living Wage Employer. This Modern Apprenticeship Starting Salary £19,240 (70% of band 3 Maximum) or Scottish Living Wage, whichever is higher.

**Selection Process ***Please note this time table is indicative and may change. Any variation in dates will be notified to candidates.*

|  |  |
| --- | --- |
| **Recruitment Stage** | **Date** |
| Post opens for Applications  | 16/08/2024 |
| Site Visit/Information Sessions   | 22/08/2024 @4pm via Teams |
| Closing date for application submission   | 01/09/2024 |
| Applications Assessed and selected candidates identified for Stage 1 Interview.    | 10/09/2024 – candidates notified by 12/09/2024 |
| Online Interview Preparation Session  | \*W/c: 30/09/2024 |
| Stage 1 Interview | 25/09/2024 PM |
| Final Interview – In person Panel Interview | 10/10/2024  |
| Start date for Successful candidates to commence employment – *Subject to successful completion of all required pre- employment checks*  | 25/11/2024 |

**\*W/c = Week Commencing**

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**I’ve never worked as an Administration Assistant in Pharmacy Services before so how doI know if I have the skills you are looking for?**

As well as theeducational 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 Assessment Section 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 this section** and ensure you address all the questions posed.

**How do you decide who to interview?**

We base our decision on who to interview by assessing the information you have provided on your application form and your responses to the questions you have been asked to address in the assessment section.

NHS Scotland is a Disability positive organisation and operates a Job Interview Guarantee scheme for disabled applicants who choose to participate in this scheme. **All disabled applicants who meet the minimum criteria for selection are encouraged to indicate if they wish to participate in the Job Interview Guarantee Scheme.**

**How to complete your Application Form** 

**How do I apply for this position?**

All applications need to be made through the NHS Scotland on line application form system.

When you first register with the application system you will create an account which you can access at all stages of the process.

**How do I complete my application form?**

One standard application form means that everyone who applies is considered on the same basis. **You need to complete the application form in full – please do not upload a CV as this will not be available to the selection panel.**

**What you need to tell us on the application form**

When completing your application please ensure that:

* You provide us with full contact details
* You provide us with your **full** education history, including National 5s/National 4s/GCSE or equivalent, please make sure you include the level.
* You provide details of any employment history, if any.
* If you have no employment history you can include volunteering or work experience placements in employment history section.
* You complete the assessment questions
* You provide full contact details for a least 2 referees (education, employment or character).

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 draft your responses before you type it into the text box in the application form and check your spelling and grammar.



**Completing the Assessment Questions**

To stand the best chance of getting an interview you need to fully answer the assessment questions and make sure you follow the guidance we give you on how to answer.

**You will be asked three questions in the application form and we would like to answer them as follows:**

**1 Why do you think you are suitable for this role?**

* **How to Answer: In the summary information we have told what kind of person we are hoping to recruit. Give us examples that show us you have the skills and attributes you will need for this job.**  *Tell us about the skills and personal qualities you have and how you have developed them e.g. through work, volunteering, school/college practical subject based tasks (any school subjects any hobbies or pastimes that can demonstrate your skills), any clubs or after school/college groups/other interests that demonstrate the communication skills and personal qualities we are seeking.* ***Don’t just tell us you have a skill or attribute – give us examples of it and and tell us how they would help you in this job.***

**2 Why do you want to work for the NHS?**

* **How to Answer: Tell us why are you interested in becoming a Trainee dental Nurse.** *We have told you in the supporting information and job description what the job involves so tell us why you think you would be good applicant.* ***Tell us about your interest in working in Dental Nursing and why this is the career path for you****. What is it about this job that appeals to you and why did you apply for the programme?*

**3 Is there any other relevant information that will assist us in shortlisting your application?**

* **How to Answer: 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, interests), any talents or aspirations or anything else you think might be relevant to your application. We want to know what interests you and how other people see you.* ***If you are a Care Experienced Applicant please tell us here.*** 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, you will be asked to evidence your qualifications.

**Equal Opportunities Monitoring** 

This part of the form is optional with the exception of your date of birth, the information you provide in this section exercises no part of the selection process.

**Who should I ask to be a referee?**

NHS Scotland require you to provide details of at least **two** referees that will cover a period of the last three years, however we understand that this can be difficult if you have not worked before or have a limited employment history.

If you are in full time education or recently left education your referees can be teaching staff and Pastoral Care staff. We will only contact your referees if we decide to make a conditional offer of employment.

**Who else can I ask to be a referee?**

You can also include referees from any volunteer work or work experience. If you don’t have employment or education references that cover the last the last three years, we will also accept character references

It is important that you give us full contact details including email addresses for all your referees.

**Who can act as a Character Referee?**

A Character Referee is a professional person or person of good standing in the community who is not a family member and who can vouch for your suitability for the role.

Examples of suitable Character referees could include anyone known to you (but not a family member) who is required to hold professional registration to do their job, or is employed in professional capacity, or is a Public Sector employee, or holds a position of seniority in a company or business, is a business owner or is a person of good standing within your local community (e.g. sports coach, scout leader, youth worker etc.)

If you are experiencing difficulty in identifying suitable referees please email donna.lennie@ggc.scot.nhs.uk for support.

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

Your application must be submitted on or before **Noon on XXXDATEXXX** at the latest.

We will **NOT** accept late applications.

**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

**You need to complete the application form in full – please do not upload a CV as this will not be available to the selection panel.**

**When will interviews be held?**

Interviews will be held in 2 stages. If you have been selected for interview you will be advised by system notification or by email.

**When will the Administration Assistant in Pharmacy Programme start?**

All our offers of employment are conditional and subject to you satisfactorily completing pre-employment checks which include references, Disclosure Scotland Clearance and an occupational health assessment.

On completion of satisfactory pre-employment checks, successful candidates will start their Training Programme.

**Submitting your application**  

**Final Check**

* Make sure you have included details of all your qualifications (including dates awarded)
* Make sure you include full contact details for your two referees, including where possible an email address for them. Don’t forget to ask their permission to use their details on your application form
* Make sure you have fully answered the three assessment questions and have given us the information we have asked you for.
* Make sure you check that your responses to the assessment questions are checked for spelling and grammar. It might be helpful to get someone else to look over your answers.
* It is always useful to make a few drafts of your answers before you submit one you are happy with and it’s helpful to 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 Online Recruitment System – Jobtrain.

If you have any problems submitting your application form please call NHS Greater Glasgow and Clyde Recruitment Service on 0845 3000 831

**Late applications will not be considered.**

**Terms and Conditions of Employment **

**Pay Banding**

Band 3 (Annexe 21)

Annexe 21 is the payscale applied to trainees who enter the NHS and undertake all their training whilst an employee.

**Agenda for Changes Salary (2023/2024 Pay Scale)**

£25,468 - £27,486 2023/24 Payscale

Starting Salary £19,240 (70% of band 3 Maximum) or Scottish Living wage, whichever is higher.

**Fixed Term Contract Duration**

The duration of the post is fixed term for 2 years

**Hours of Duty**

37 Hours per week

**Annual Leave**

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

* 27 days,rising to
* 29 days after 5 years’ service and
* 33 days after 10 years’ service.

There are 8 Statutory and Public Holidays in each leave year (all leave is 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

**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**

**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 commencing employment.

**Healthcare Support Workers**

All staff who are not a member of a regulatory body (e.g. Nurse, Doctors, and Allied Health Professionals) are considered to be Healthcare Support Workers, regardless of their job title. You will be expected to comply with the NHS Scotland Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers. 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.

**Smoke 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 identity and 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.
* 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

**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.

 

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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| **JOB IDENTIFICATION**  **Job Title:                  Administration Assistant**  **Responsible to:      Administrator – Pharmacy Services** **Department:           Business & Performance Review Manager**  **Directorate:             Corporate Directorate, Pharmacy Services Team**   |
| **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.

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| **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
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| **4.  ORGANISATIONAL POSITION**  |
|     |
| **5.  SCOPE AND RANGE**  |
|  * Provides a comprehensive administration service to the department.
* 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.

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| **7a. EQUIPMENT AND MACHINERY**  |
|  * Desktop PC
* Photocopier/Scanner/Printer
* Telephone

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| **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

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| **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.

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| **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.

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| **10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB**  |
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| --- | --- | --- |
| **Physical skills** * Undertake daily and routinely moving and handling eg. Patients' records, mail packages etc.
* May be more or less continuous use of key board and VDU

  | **Physical demands** * Exposure to noisy environment
* May be required to work in confined areas

  | **Mental demands** * Exposure to noisy environment
* Exposure to variable temperatures
* May be required to work in confined areas

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| **Emotional demands** * Emotional impact of dealing on a regular basis with competing priorities

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| **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.

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| **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** * 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

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