

**PLYMOUTH HOSPITALS NHS TRUST
JOB OUTLINE**

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| Job Group (Delete as applicable): | Admin & Clerical |
| Job Title: | Administrative Apprentice |
| Existing Grade: | Apprentice |
| Care Group: | Clinical Support Services |
| Service Line: | Imaging Summary |
| Department: | Diagnostic Imaging |
| Location: | Medical Imaging, Level 6, Derriford Hospital |
| Appraiser: | Admin Manager |
| Accountable to: | Support Manager |
| Position Number: | |
| Date: | April 2024 |

Key Duties:

- To use a variety of communication techniques (i.e. telephone, email, and face to face) to all levels of hospital staff including external agencies and contacts
- To support office, reception, and telephone cover across the Imaging team
- Carry out administration tasks as appropriate, this includes photocopying, scanning, filing, collating information & collating reports, and typing.

To be trained to:

- Take appropriate actions regarding telephone calls from patients, GPs and other agencies using initiative, in adherence to Trust guidelines.
- Preparing consumables for patient to collect / preparing them for posting.
- Requesting and Tracing Notes
- General Filing
- Opening the post
- General administration and support for the secretarial team.
- Delivery of referrals to central admin.
- Support with the email inboxes.
- Training on reception desks dealing with patients face to face.

Organisational Chart

