

JOB DESCRIPTION

1. JOB DETAILS

Job Title: Apprenticeship: Cancer Business Administration Apprentice

Band: Apprentice

Directorate: General Surgery and Cancer

Location: Cancer Services, Treliske, Royal Cornwall Hospital.

2. JOB PURPOSE

Provision of a comprehensive and effective administrative service to support the smooth and efficient running of the Cancer Clinical Nurse Specialists (CNSs) Support Worker Team.

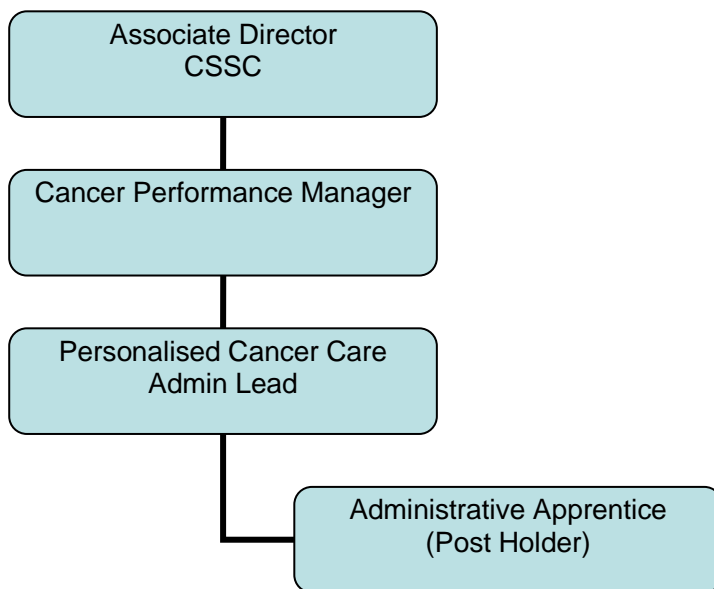
You will be required to work as part of a team, communicating effectively and courteously with a wide range of internal/external personnel.

3. DIMENSIONS

There is no line management responsibility for this role.

The Scheme of delegation is not applicable for this post

4. ORGANISATION CHART



5. KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED

- Basic use of computer and keyboard skills
- Working knowledge of Microsoft Office Suite
- An aptitude to learn quickly

6. KEY RESULT AREAS

1. To provide administrative support i.e. filing, scanning, photocopying and typing.
2. Accurately input, retrieve and collect data and information using the Departmental and Trust computer systems.
3. Deal with face to face and telephone enquiries, convey messages and transfer calls as necessary whilst maintaining confidentiality at all times.
4. To be responsible for receiving and processing outgoing mail, incoming and outgoing telephone calls in accordance with Trust Policies.
5. To communicate effectively and liaise with other professionals in a clear, concise and professional manner.
6. Liaise with other agencies, departments and official bodies to assist in providing a high quality and efficient service; sharing information as appropriate.
7. To act as an ambassador for the department and promote its services.
8. Support the Trust by attending career events and fair to promote apprenticeships
9. To undertake statutory training as required in accordance with Health and Safety regulations and the Trust's policies.
10. To ensure that security in the work environment is maintained, locking doors and windows, challenging unknown persons who enter the work area and by wearing the Trust identity badge at all times whilst at work.
11. To support the team with various administrative duties and support during meetings.
12. To take minutes at meetings, when required.
13. To maintain sufficient stocks of stationery and place orders as and when required.
14. To develop knowledge and understanding cancer pathways and systems.

15. Be responsible for reporting faults in office equipment to the appropriate contact points.
16. To contribute to driving efficiencies and continuous improvement.
17. To complete the Apprenticeship within the agreed timescales
18. Any other duties as deemed appropriate by senior staff.

7. COMMUNICATIONS & WORKING RELATIONSHIPS

Teams and other staff of the Cancer Services team
Various Trust staff via day to day or ad hoc contact.

8. MOST CHALLENGING PART OF THE JOB

Development of skills needed for prioritising workload to meet the expectations of the department.

9. OTHER

- The Post holder must comply with all RCHT Policies and Procedures.
- The Post holder must work within infection control guidelines to ensure that work methods do not constitute a risk of infection either to the health care professional, to the client or to any persons working/visiting in RCHT premises.
- This job description is subject to the Terms and Conditions of service of Royal Cornwall Hospitals NHS Trust, and the post holder will undertake any other duties which may be required from time to time.

THIS JOB DESCRIPTION IS SUBJECT TO REVIEW IN CONSULTATION WITH THE POST HOLDER

10. JOB DESCRIPTION AGREEMENT

Job holder's Signature:

Date:

Head of
Department Signature:

Date:

Title:

Please note:
Rehabilitation of Offenders Act

This post is exempt from the Rehabilitation of Offenders Act 1974. A provisional offer of employment will be subject to a criminal record check from the Disclosure and Barring Service before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions.

The Royal Cornwall Hospitals Trust is a non-smoking organisation. Smoking will not be permitted on any of the sites by staff in trust uniform and/or wearing a trust identification badge in any location, in vehicles owned or leased by the Trust or in the homes (including gardens) of any patients visited at home.

Person Specification For The Post Of Apprenticeship: Cancer Business Administration Apprentice

All requirements listed in this specification must be (a) essential to the post and (b) assessable within the selection process.

<u>ATTRIBUTES</u>	REQUIREMENTS		METHOD OF ASSESSMENT
	ESSENTIAL	DESIRABLE	
QUALIFICATIONS	GCSE A* - C in Mathematics and English.	ECDL or other administration qualification.	Application Interview Certificates
EXPERIENCE	IT Literate and experience of using Microsoft packages including Word and Excel	Previous experience of working in an office environment Taking meeting notes or minutes	Application
PRACTICAL AND INTELLECTUAL SKILLS (INCLUDING ANY SPECIAL KNOWLEDGE)	Working knowledge of MS office Suite Good communication and interpersonal skills Good organisational skills		Application Interview
DISPOSITION/ ADJUSTMENT/ ATTITUDE	An aptitude to learn quickly under supervised direction Attention to detail Ability to meet deadlines To be able to work as part of a team Take responsibility for developing oneself Professional enthusiastic and motivated approach		Interview
TRAINING	Mandatory training Apprentice framework		
ADDITIONAL CIRCUMSTANCES	Ability to undertake duties Post-holder must comply with professional code of conduct and/or code of conduct for NHS managers where applicable. Occupational Health Clearance.		