

JOB DESCRIPTION



**Hull University
Teaching Hospitals**
NHS Trust

Level 3 Business Administration Apprenticeship

TITLE:	Apprentice Business Administration Officer
DEPARTMENT:	Library and Knowledge Services
BAND:	Trust Apprenticeship pay scale - £8,408 per year plus set rate for Travel and Meal (currently £6.10 per day worked/attended provider)
ACCOUNTABLE TO:	Tim Staniland
APPRENTICE STATUS:	This is an apprentice post which requires post holders to complete the (Level 3) Business Administrator Apprenticeship Standard. This is a fixed-term contract opportunity for approx. eighteen months.
BASE:	Hull University Teaching Hospitals NHS Trust
REPORTS TO:	Daljit Rai

JOB SUMMARY:

Duties will include handling library queries, communicating effectively with staff, learners and external organisations, minute taking, answering telephones, data input, producing documents, filing and archiving, along with general customer service, and administration within the department. Occasionally will be required to work alone. Like all Trust colleagues, they will be required to follow all policies and procedures.

DUTIES AND RESPONSIBILITIES

The following are examples of the duties the apprentices may undertake. Training and support will be provided;

- Provides a comprehensive customer service and administration support service to include receiving and dealing with telephone calls for the department and taking appropriate action when necessary
- Typing of and appropriate saving/production of documents
- Ensures that all departmental electronic and paper records are correct and up-to-date, including accurate filing of general documentation and results
- Use of all Trust information and computer systems for day to day processes e.g. e-mails to receive and pass on information, tracking documentation and notes
- Undertakes general office duties
- Maintains professionalism at all times
- Complies with data protection legislation
- Complies with local and national policies for the safe, secure and confidential processing and storage of information
- Update action trackers, send out minutes etc. in a timely manner

Communication

- Support the provision of information both verbally and in writing, with an awareness that information may be confidential (both internally within the Trust and externally to wider organisations and agencies)
- Work closely with manager and colleagues to ensure consistency and cross cover for duties
- Respond to routine enquiries taking account of the importance or potentially contentious nature of the issue
- Escalate issues as appropriate to ensure that priority is given to key issues raised, maintaining accuracy and confidentiality at all times
- Deals with enquiries in a courteous and professional manner
- Contributes and works as a team member
- Support adhoc tasks on site
- Ability to use different computer software or ability to learn e.g. Microsoft Word, Excel, PowerPoint, Publisher, Koha (library management system)
- Support on the Library Quality Impact and Outcomes Framework, improvement programmes and project work.
- Prepare papers for business meetings by liaising with the relevant team e.g., performance, finance, Human Resources

Analytical & Judgement

- Answer and resolve routine queries and escalate issues as necessary
- Identify, investigate and where appropriate resolve queries and discrepancies in relation to own area of work escalating as appropriate
- Prioritises own workload under the guidance of the Line Manager/Team Leader/Supervisor, including ability to identify and action urgent tasks
- Accurate Data input/analysis

Physical Skills

- Typing and transcription
- Accurate storing and retrieval of physical files

Policy & Service Development

- Conform with all relevant Trust policies guidelines and procedures
- Participate in change / development of the work practices that support service improvement

Finance & Physical Resource

- Maintain and use Trust equipment responsibly
- Contribute to the departments overall responsibility to ensure robust measures are in place to minimise duplication of information

Human Resources & Learning and Development

- Participate in an Appraisal, objective setting and personal development
- Be aware of, and follow, the Trust values and behaviours
- Undertake the Level 3 Business Admin apprenticeship standard; meeting regularly with your assessor, completing assignments/portfolio (including work in own time) and attending any scheduled examinations/tests

Effort & Environment

- Required to sit for a substantial proportion of the working time
- Has the ability to bend and lift boxes of stationery and confidential waste paper in line with the Trust's lifting and handling policy
- Has the ability to concentrate on work/task in hand
- Frequent concentration required for processing requests/reports and dealing with unpredictable workload patterns
- Limited exposure to distressing or emotional circumstances
- Travel and work between sites (Hull Royal Infirmary, and Castle Hill Hospital, Cottingham) as the post requires

SAFEGUARDING

The Trust has a duty and is committed to safeguarding all service users and provide additional measures for adults and children who are less able to protect themselves from harm or abuse. As an employee you have an individual responsibility to contribute to the detection, reporting and prevention of abuse to safeguard those in our care (Section 11 Children's Act, 2004, Human rights Act 1998, Equality Act 2010 Mental Capacity Act 2005 Care Act 2014) and are accountable to ensure that you know how to respond when you are concerned for the safety of a child, young person or adult at risk. The Trust will assist you in this process by providing training, guidance and advice. There are corporate safeguarding teams who can be contacted for advice, support and safeguarding supervision. All concerns must be reported as per Trust Safeguarding Policies which are available on the Trust Intranet. Every member of staff must undertake regular mandatory safeguarding training at a level relevant to the role

HEALTH AND SAFETY

- In addition to the Trust's overall responsibility for your health and safety you have a personal responsibility for your own health and safety. As such you are required to inform your line manager of any safety issues that you identify, that could affect you or others in the work place. You must so-operate with management and colleagues at all times in achieving safer work processes and work places, particularly where it can impact on others.
- As a Trust employee you will be trained in the correct use of any equipment provided to improve safety and health within the Trust. You are required to use equipment when necessary and as instructed which will include checking the equipment is safe to use, prior to its use and must report any defects immediately to your line manager.
- You are responsible for the implementation and adherence to Trust safety policies and procedures for areas within your remit.
- You are required to ensure suitable and sufficient risk assessments are completed for all areas within your remit. The controls identified must be evaluated and implemented where necessary.
- You are required to review all risk assessments periodically and particularly when staff and/or equipment changes, monitoring the effectiveness of any control measure implemented.
- You are to ensure suitable and sufficient equipment if provides to sustain the health and safety of staff, patients and visitor to areas within your remit.
- Maintain and use Trust personal protective equipment provided responsibly

This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the Apprentice Business Administration Officer. It may be subject to change in the light of developing organisational and service needs, and wherever possible will follow consultation with the post holder.