

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Business Administration Apprentice</b>
<b>Band:</b>	<b>Apprentice</b>
<b>Directorate:</b>	<b>Medical Engineering Services</b>
<b>Job Group:</b>	<b>Admin and Clerical</b>
<b>Location:</b>	<b>Royal Shrewsbury Hospital</b>
<b>Hours of Work:</b>	<b>37.5 per week</b>
<b>Accountable to:</b>	<b>MES Office Manager</b>
<b>Professionally accountable to:</b>	<b>MES Manager</b>
<b>Date:</b>	<b>May 2022</b>

### 1. Job Purpose/ Development

The Business Administration Apprentice is a key member of the Department of Medical Engineering and is expected to ensure that high quality administrative and secretarial support is provided at all times, enabling the Department to function as effectively as possible.

As the first point of contact for the Department the post holder will be required to respond to general telephone calls, ensure the appropriate booking in and handling of medical equipment into the Department, processing requisitions/orders, collating statistical data and maintaining stock levels.

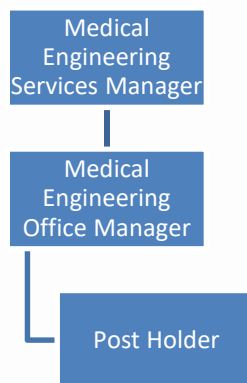
The post holder will be required to provide clerical assistance primarily to the Head of the Department and to other members of staff within Medical Engineering Services. They will be expected to work towards achieving the Level 3 Business Administration Apprenticeship at a local Training Provider. Duration will be between 12 and 18 months. This will be supported through on the job training, guidance and supervision. Attendance at relevant training sessions provided by the Trust and the Training Provider is compulsory. The assessment of progress will be carried out in the workplace and by the Level 3 provider.

### 2. Main Duties and Responsibilities

- To provide efficient and high-quality documentation using Microsoft Word or excel.
- To provide efficient administrative and clerical support to the Medical Engineering Services Manager and Departmental Staff.
- To be responsible for Requisitioning/Ordering goods/supplies on behalf of Departmental staff.
- To be responsible for ordering and maintaining stationery supplies.
- To ensure general telephone calls, visitors and staff to the Department are courteously received and assisted.
- To enter, maintain and retrieve relevant data on Departmental Database system.
- To be responsible for up-to-date and accurate record keeping using Departmental Database systems.
- To maintain both electronic and paper-based filing systems
- To support the weekly invoicing of external contracted work.

- To attend meetings as required, taking notes, and generating minutes and undertake follow-up action as required.
- To receive and record all post including parcels and take such preparatory action as may be required before referring to the appropriate member of staff, ensuring that urgent correspondence is brought to their attention immediately.
- To assist in the preparation of reports and presentations, using word, excel, PowerPoint and other relevant software.
- To be responsible for photocopying and distributing information as required.
- Adherence to current ISO Policies and Procedures.
- To perform ad-hoc duties that fall within the responsibility of the post as required.

### 3. Organisational Chart



### Health & Safety

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

### Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff; and

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- maintain an up-to-date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and on-going continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g., incident reporting policy).

### **Information Governance**

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

### **Professional Standards and Performance Review**

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
- participate in the Trust's appraisal processes

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### **Safeguarding Children and Vulnerable Adults**

- We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.
- As an employee of the Trust, you have a responsibility to ensure that:
- you are familiar with and adhere to the Trust's Safeguarding Children procedures and guidelines.
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

### **Equality, Diversity and Inclusivity**

- Create a culture of equality, diversity and inclusivity by personally embedding these factors into everyday working life.
- Report any behaviours or acts that may be discriminatory

### **Social Responsibility**

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

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