

## Job Description

<b>Job Title:</b>	<b>Business Administration Apprentice</b>
<b>Job Band:</b>	<b>Apprentice</b>
<b>Department:</b>	<b>Haematology</b>
<b>Responsible to:</b>	<b>Team Leader</b>

### Why join The Dudley Group?

Here at the Dudley Group our patients and staff are at the heart of all that we do to offer a high-quality patient experience in a caring and supportive environment that aligns with our vision of providing safe, caring, and effective services because people matter.

**Shaping #OurFuture**  
 Vision: Excellent health care, improved health for all

**Values:** CARE, RESPECT, RESPONSIBILITY

**Goals:**

- Deliver right care every time
- To be a brilliant place to work and thrive
- Drive sustainability financial and environment
- Build innovative partnerships in Dudley & beyond
- Improve health and wellbeing

**Measures of success:**

Care Quality Commission rating good or outstanding Improve the patient experience survey results	Reduce the vacancy rate Improve the staff survey results	Reduce cost per weighted activity Reduce carbon emissions	Increase the proportion of local people employed Increase the number of services jointly delivered across the Black Country	Improve rate of early detection of cancers Increase planned care and screening for the most disadvantaged groups
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**Programmes:**

- Black Country system service transformation
- Local leadership to address health inequalities
- Research and development, education and innovation

**Dudley Improvement Practice**

### Job Summary

This job description describes the role that an apprentice will be working towards during the training period. The successful candidate will be given the opportunity to acquire all the skills necessary to undertake the duties as described below.

 <b>CARE</b> A CARING, KIND AND COMPASSIONATE PLACE: We will support people to have joy in work and to treat each other with compassion and kindness.	 <b>RESPECT</b> A PLACE WHERE COLLEAGUES RESPECT ONE ANOTHER: We will behave with respect towards everyone we meet to encourage an inclusive culture where we all believe in and live by our Trust values.	 <b>RESPONSIBILITY</b> A WORKFORCE FOR NOW AND THE FUTURE: Making Dudley the place people want to be and stay because everyone has a role to play and takes responsibility for themselves and their teams.
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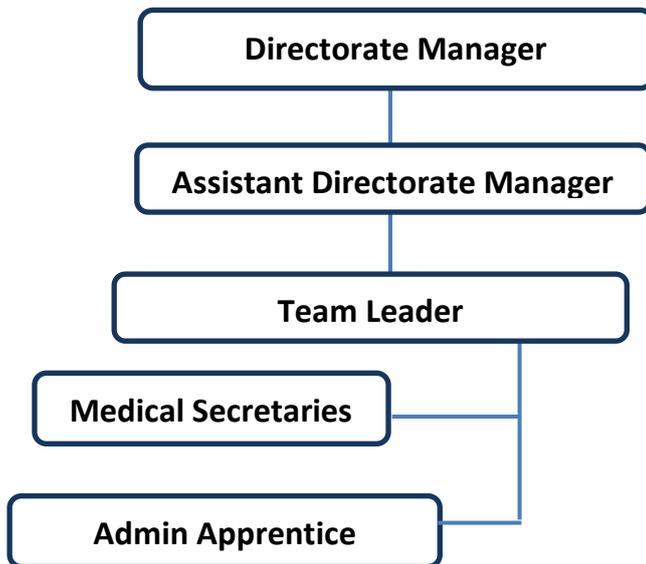
Supervision and support (direct and indirect) will be provided or available during all tasks, with progression being dependent on the completion of set objectives throughout the apprenticeship period. This will enable the apprentice to work within specific teams to gain confidence, experience and build a portfolio of evidence for apprenticeship accreditation.

As a member of the Dudley Group NHS Foundation Trust team, you will assist in the day-to-day operational work of the team in which you are placed. This will involve liaising with members of staff across the team, locality and organisation, external organisations as required and members of the public.

To gain knowledge of the functions within your immediate team and the wider Trust.

To be responsible for supporting a range of administration functions.

**Structure Chart**



**Principal Duties & Responsibilities**

1. To deal with telephone enquiries ensuring all messages are passed to staff in a timely manner.
2. To maintain up to date filing systems both manual and computerised.
3. To deal with all incoming/outgoing post, ensuring it is dealt with in a timely manner.
4. Maintain electronic diaries/calendars for other members of staff.
5. Daily be responsible for the exporting of clinical letters from the Trust Clinical Letter system, ensuring all actions contained within the letters are completed prior.

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6. Daily support to the preparation of clinic notes in readiness of clinics and treatment
7. Booking clinic rooms as required
8. Use of general office equipment e.g. photocopier, scanner
9. Data inputting e.g. spreadsheets, databases, PowerPoint, etc.
10. Take notes for staff meetings as required.
11. To communicate with other members of staff, colleagues and service users across the Trust relevant to the role e.g. verbal, electronically, telephone etc.
12. Use IT systems to produce e-mails, letters, documents, reports and presentations.
13. To participate in appropriate study and personal development opportunities.
14. To comply with both the Trust and departmental policies and procedures.
15. There may also be a requirement to undertake other similar duties as part of this post in order to provide a quality service. These will be consistent with the level of responsibilities outlined above.
16. This job description may be reviewed from time to time in light of developments and may be amended in consultation with the post holder.

## Organisational Values

### **The post holder will:**

**Care:** You will listen, be respectful and treat others with compassion and kindness.

**Respect:** You will behave with respect to everyone you meet and encourage an inclusive culture where we respect the contribution everyone makes.

**Responsibility:** You will take responsibility for yourself and your team.

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This job description may be reviewed from time to time considering developments and may be amended in consultation with the post holder.

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## Location



The Trust provides services from different sites. You may be expected to work at any of the Trust locations. These include Russells Hall Hospital, Dudley Guest Hospital and Corbett Hospital as well as various community-based sites across the borough.

### **Code of Conduct**

It is expected that all staff would be able to show that they live our trust values in their work and that they will deliver the essential behaviours in their role.

Staff are expected to adhere to Trust policies and procedures which establish standards of good practice as well as follow any codes of conduct which are relevant to their own profession.

### **Equality, Diversity, and Inclusion**

All Trust staff have a responsibility to embrace the diverse cultures of both our staff and the communities that we serve, and as such, all staff should ensure that equality, diversity, and inclusion are embedded in their work philosophy and reflected in their behaviour. Equality, Diversity, and inclusion are pivotal to the values and vision of the Dudley Group so that they shape everything that you do every single day.

### **Safeguarding Children and Adults**

All Trust staff have a responsibility to ensure the safeguarding of children, young people, and vulnerable adults. This includes attending statutory and mandatory training, adhering to local Safeguarding Children and Adults policies and procedures and inter-agency guidance as showed in the Trust's Safeguarding policies and procedures.

### **Improvement Practice**

The trust has a long-term commitment to its continuous quality improvement programme; "Dudley Improvement Practice." As part of your role, you will be asked to take part in improvement activity relevant to your post.

### **No Smoking**

The Trust is a completely Smoke Free Organisation and all premises will be considered No Smoking Zones.

### **Health and Safety**

The Trust has a duty of care to employees and will ensure that, as far as is practical, adequate training, facilities and arrangements for risk avoidance are in place.

It is the individual employee's responsibility, however, to manage their own health and wellbeing.

All Trust employees must follow relevant Health and Safety legislation and the Trust's policies relating to Health & Safety and Risk Management.



Prepared by:	
Date:	
Job evaluation completed:	
Job evaluation reference number:	



### CARE

A CARING, KIND AND COMPASSIONATE PLACE: We will support people to have joy in work and to treat each other with compassion and kindness.



### RESPECT

A PLACE WHERE COLLEAGUES RESPECT ONE ANOTHER: We will behave with respect towards everyone we meet to encourage an inclusive culture where we all believe in and live by our Trust values.



### RESPONSIBILITY

A WORKFORCE FOR NOW AND THE FUTURE: Making Dudley the place people want to be and stay because everyone has a role to play and takes responsibility for themselves and their teams.