

Apprenticeship Vacancies – Advert Template

1. Vacancy Details		
Vacancy Title	Apprentice Business Administrator in Central GP Surgery	Mandatory
Employer Name		Mandatory
Employer Address	Central Surgery Bell Street Sawbridgeworth Herts CM21 9AQ	Mandatory
Contact Details		
Title	Mrs	
Surname	Scott	Mandatory
First name	Elizabeth	Mandatory
Position	Practice Manager	
Telephone	01279 603184	Mandatory
Email	Centralsurgery@nhs.net	Mandatory
Fax		
Number of Employees	35	Mandatory
Can be contacted using	<input type="checkbox"/> Email <input type="checkbox"/> Phone <input type="checkbox"/> Post	Mandatory

<p>Full Description of Vacancy</p>	<p>Every GP Practice needs an efficient team of administrators /receptionists who can ensure that every patients experience is a positive one! This is an exciting opportunity to start your career in the Health Care Sector as an Apprentice Business Administrator. If you want to play an integral part Primary Care at the XXXX Surgery, then come and join us!</p> <p>Job Responsibilities Administration: To provide support to the administration team / Practice Manager including tasks such as:</p> <ul style="list-style-type: none"> ○ Processes - Scan and file correspondence ○ Shred confidential correspondence in accordance with practice protocol ○ Use clinical system to identify patients requiring annual checks, and send invitations. Record and analyse data ○ Answer telephone calls and either deal with the query or pass on to the appropriate person ○ Initiate calls to resolve outstanding actions ○ Use a multitude of IT Packages, write letters or emails, create proposal, performance financial processes. ○ Record & Document Production produce accurate records. ○ Project Manage (Undertake and lead) scope, plan, monitor and report on projects within the practice <p>Job Responsibilities Reception:</p> <ul style="list-style-type: none"> ● To provide patients with an efficient and effective telephone-based reception service which includes: <ul style="list-style-type: none"> ○ Making patient appointments (same day, routine, and cancellations) ○ Allocation of triage appointments ○ Giving routine test results ○ Taking home visit requests ○ Passing emergency calls i.e. chest pain/stroke to duty doctor ○ General enquiries ○ Resolving issues ○ Complaint management and resolution ○ Prescription queries ○ Appointment and clinic changes ● To complete all associated administration in an accurate and timely manner ● To provide outstanding customer care always, both internally and externally ● To have a thorough knowledge of all Practice procedures. ● To work in accordance with written protocols. 	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Mandatory - The full description gives a much richer and more detailed summary of the role and can therefore be more elaborate than the short description. However, be careful not to repeat elements that are covered in other fields you are about to complete e.g. hours, wage, Candidate requirements etc.</p>
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Short Description of Vacancy	There is a vacancy for an Apprentice Administration at the Central GP Practice in Sawbridge. This vacancy is to join other health care professionals who deliver vital services to patients who are on the journey of improving or maintaining their health. You will need to demonstrate a positive and professional impression of yourself and the GP Practice by delivering customer service and administration to patients and customer alike. If you want to start a rewarding career, then this job is for you!	Mandatory - This should give enough detail to either entice the Candidate to read more (the full description) or know that this vacancy was not what they were looking for.
No. of positions available	1	Mandatory
Weekly Wage	£4.81	Mandatory –at least £4.30 p/h.
Working Week	37.5	Mandatory – please include no. of hours and pattern e.g.: 37.5hrs, Mon-Fri, 9-5pm.
Off the Job Training	20% of the apprentices working week has to be allocated to off the Job training.	
Annual Leave	4 weeks plus bank holidays	
Prospects description	Having gained a year's worth of work experience and a qualification as a Business Administrator, you would be able to work as an Administrator in the Primary Care sector or in another similar setting.	This field is optional. However, it is helpful for a Candidate to be able to see where the role is likely to progress and will make the vacancy more attractive to potential applicants.
Vacancy Location		Mandatory
Things to consider	Can you get there within a reasonable time and cost? Have you got the skills and qualities to deal with patients and communicate effectively? Please note these dates should be used as a guideline only, should the right applicant be found the vacancy may close early.	Optional

2. Further Employer Details		
Anonymous Name		Optional <i>Only to be used in exceptional circumstances</i>
Employer Description	This is a busy GP Practice serving the local community of 12,700. Providing healthcare and preventative treatments. Ensuring each patient individual needs and experience are our first consideration and at the heart of everything that we do.	Optional
Employer Website		Mandatory
Signed up to Positive about Disabled People?	Yes No	Optional – must be signed up with local JCP

3. Learning Provider Details (completed by Provider)		
Provider		
Occupational Area	Health	Mandatory
Framework	Business Administration	Mandatory

Apprenticeship Level and Length of the Qualification	Business Administration Level 3	Mandatory
Training to be Provided	<p>Business administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors and support their own progression towards management responsibilities. They support and engage with different parts of the organisation with a focus on adding value contributing to the efficiency of an organisation and are expected to deliver their responsibilities efficiently and with integrity. The role involves demonstration strong communication skills, a proactive approach to developing skills, showing initiative, managing priorities and own time, problem - solving skills, decision-making and the potential for people management.</p> <p>You will have on the job training within the organisation aswell as off the job training and have an assigned Assessor who will provide you with additional training sessions and assessments to gain the Business Administrator Qualification. You will have an eportfolio to work through and gather evidence during your role as a Business Administrator at the Practice.</p> <p>Business Level 3 Qualification includes the following modules;</p> <ul style="list-style-type: none"> ➤ Business Fundamentals ➤ Regulations & Policies ➤ Personal and professional Qualities ➤ Managing performance ➤ The organisation & Skills ➤ Communication in a business environment ➤ Project management ➤ ICT for business – using a multitude of IT Packages – to be able to write emails, letters, perform financial processes, record and analyse data. ➤ External Environment Factors ➤ Adaptability & Responsibility ➤ Processes – learn the organisations processes autonomously suggesting improvements. Apply solutions-based approaches to improve business processes and help define procedures. ➤ Stakeholders learn to manage stakeholders and their differing relationships. <p>Other skills that are covered IT Record & Document Production Decision Making Interpersonal Skills Communications Quality Planning and organising</p> <p>On completion of this standard, apprentices will demonstrate a range of excellent administration knowledge, skills and behaviours. These are developed</p>	Please enter the details of any training that will be given as a part of the role being offered including any professional awarding bodies as appropriate

	<p>over the course of the programme via a scheduled learning interventions with the employer mentors and trainers. Learning activities and coaching session are aligned to support the learner to learn, practice and prepare for the End Point Assessment.</p> <p>If the candidate has not achieved a GSCE Grade C or Level 4 in English and Maths, then they will also be required to pass: -</p> <p>Functional Skills Maths Level 1/2 Functional Skills Maths Level 1/2</p> <p>This qualification is assessed at the end point and is broken down into apprentice showcase, professional discussion, and observation.</p>	
Duration of Course	18 months + 3 (end point assessment) months = 21 months, this could take longer dependent on the learn and the End Point Assessment date. The training provider will endeavour to plan for the apprentice to complete the apprenticeship within this timeframe.	Mandatory
4. About the Candidate		
Skills Required	<p>Good communication skills, both written and verbal</p> <p>Task driven</p> <p>Confident</p> <p>Attention to detail</p> <p>Hard working</p> <p>Articulate and willing to work in a team</p> <p>Personal motivation</p> <p>Good IT Skills</p>	<p>Whilst these fields are optional it is strongly recommended that any expectations are stated. This will result in the most suitable Candidates applying for your vacancy.</p>
Qualifications Required	GCSE grade C or above in Maths and English desired but not essential	
Personal Qualities	<p>Good interpersonal skills – Positive engagement, building relationships, questioning, and listening skills</p> <p>Good written and verbal communication skills</p> <p>Demonstration of patience, empathy, and problem-solving skills, when dealing with conflict</p>	
5. Additional Detail		
Important Other Information	A National Minimum Wage (NMW) for apprentices has been introduced for young people aged 16-18 and those aged over 19 in the first year of their Apprenticeship. From the 1st April 2022 the minimum rate is £4.81 per hour. The NMW applies to time working plus time spent training as this is also part of the Apprenticeship. Anyone not covered by the age category above will be entitled to the NMW appropriate to their age.	<p>NMW statement is mandatory.</p> <p>Other info is optional but recommended for targeting specific groups of people e.g.: age, location. Please use tag lines provided.</p>
Reality Check	This is a very busy environment where you will need to deal with people who are ill, worried, and sometimes upset and confused. You always need to be able to remain calm and behave in a professional manner.	Optional, but recommended for info such as CRB checks, location of employer for public transport etc.

6. Supplementary Application Form Questions		
Question 1:	What are you hoping to achieve in the future by completing this qualification?	Optional, but recommended to increase calibre of applications
Question 2:	Why do you think you would be a good candidate for this opportunity?	
7. Key Dates		
Closing Date		Mandatory
Interview Start Date		Mandatory – should be after closing date
Possible Start Date		Mandatory - should be after interview date
8. Terms and Conditions		
<p>By returning this template you are agreeing that Insight Solutions IT Services will advertise and recruit your apprentice via our Training Provider. You are agreeing for Insight Solutions share your contact details and job vacancy with the Training Provider. We confirm that any data shared will be in accordance to the GDPR. As you will appreciate recruiting the right candidates is both time consuming and costly. We will ensure that your advert is on all the available job boards to Insight Solutions and all applicants will be contacted to check for suitability and eligibility. Please note, these checks must not replace your normal employability checks. Once we find an apprentice for you, we will email you requesting an interview. Please could you confirm or decline in a timely manner. You are also agreeing the apprenticeship will be delivered via a Training Provider. If you are offered a candidate by another provider during the advertising period and decide to take on that candidate or if you decide to employ the candidate we refer to you and decide not to put the candidates through the apprenticeship programme you will be charged a recruitment fee of £500+VAT. For further information please contact either Julie Snape on 01527 557407 or email to julie@insightsol.co.uk</p>		