

PLYMOUTH HOSPITALS NHS TRUST JOB OUTLINE

Job Group (Delete as applicable):	Admin & Clerical
Job Title:	Administrative Apprentice
Existing Grade:	Apprentice
Care Group:	Clinical Support Services
Service Line:	Imaging Summary
Department:	Diagnostic Imaging
Location:	Medical Imaging, Level 6, Derriford Hospital
Appraiser:	Admin Manager
Accountable to:	Support Manager
Position Number:	
Date:	April 2024

Key Duties:

- To use a variety of communication techniques (i.e. telephone, email, and face to face) to all levels of hospital staff including external agencies and contacts
- To support office, reception, and telephone cover across the Imaging team
- Carry out administration tasks as appropriate, this includes photocopying, scanning, filing, collating information & collating reports, and typing.

To be trained to:

- Take appropriate actions regarding telephone calls from patients, GPs and other agencies using initiative, in adherence to Trust guidelines.
- Preparing consumables for patient to collect / preparing them for posting.
- Requesting and Tracing Notes
- General Filing
- Opening the post
- General administration and support for the secretarial team.
- Delivery of referrals to central admin.
- Support with the email inboxes.
- Training on reception desks dealing with patients face to face.

Organisational Chart

