NHS GREATER GLASGOW AND CLYDE
MODERN APPRENTICE PROGRAMME 2015

Audio Typist MA

Candidate Information Pack

Closing Date for application submission: Noon, Friday 16th January 2015

All completed applications to be submitted to; modern.apprentice@ggc.scot.nhs.uk no later than the closing date.
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The current vacancies for the Audio Typist apprenticeships are only open to those applicants aged 16-24 years. This is because the funding attached to apprenticeship frameworks is limited to this age group and therefore we are unable to accept applications which do not meet this age criteria.

In order to apply you must have a minimum of

- National 4 English (or equivalent) and two other National 4 qualifications (or equivalent).

During the MA programme you will be working towards achieving an SVQ 2 in Business Administration.

If you already hold this qualification please consider applying for our non-apprenticeship administration posts - click here.

- Applications are considered on a competitive basis which means not all candidates who submit an application will be guaranteed an interview. Shortlisting will include meeting the minimum educational qualifications for application along with evaluation of Sections Two and Three of the application form.

- Only complete applications will be considered. It is therefore important that you complete every section of the application form.

- You should ideally complete your application electronically and submit via email to modern.apprentice@ggc.scot.nhs.uk. (In the event you are unable to complete an electronic application then please refer to Page 12 of this Information Pack for guidance on postal applications).
THE MODERN APPRENTICESHIP PROGRAMME

What is a Modern Apprenticeship?
Modern Apprenticeships offer the opportunity of gaining skills and qualifications that will help to start your career. A modern apprentice has the chance to be in paid employment and work towards a recognised vocational qualification at the same time\(^1\).

How long will it last?
If successful in your application to NHS Greater Glasgow and Clyde you will be employed on a Fixed Term two year contract.

During your apprenticeship you are expected to attend regular reviews to discuss your progress and development needs, and are expected to stick to the agreed training plan. This includes attending internal and external training and taking responsibility, with support, to collect the evidence required that proves your competence in the job role.

Will I be working to a Job Description?
Yes. You will work to the standard Audio Typist Job Description with the expectation that you will be supported and trained to carry out all the duties and responsibilities outlined. You would not be expected to perform at the Audio Typist level on appointment.

What will I be doing?
In this role you will be trained and supported to provide a professional typing service for clinical staff. This will means developing your skills to ensure you have high degree of precision and accuracy as well as a specialised knowledge of medical terminology. You will audio type letters, reports and discharge summaries by transcribing from a digital dictation system. These documents are generated when a patients attends for an out-patient clinic, is discharged from a hospital ward or has any other appointments. This role also requires the postholder to maintain health records in a confidential manner at all times.

\(^1\) [http://www.skillsdevelopmentscotland.co.uk/our-services/services-for-individuals.aspx](http://www.skillsdevelopmentscotland.co.uk/our-services/services-for-individuals.aspx)
Where will I be working?
There are two posts available.

Post One - is based at Glasgow Royal Infirmary and will involve working for the Gynaecology, Obstetrics and Gynaecology Oncology services.

Post Two – will initially be based at the Royal Hospital for Sick Children. However, in June 2015 this post will transfer to the Admin Block on the South Glasgow Hospitals campus. This post will involve supporting a range of the clinical specialities within the paediatric hospital services and will involve rotation around these specialties and working with different teams.

Click the links to view travel and other useful information or visit www.nhsggc.org.uk and click on the link for Hospitals & Visiting Times

- Glasgow Royal Infirmary
- Royal Hospital for Sick Children (Yorkhill)
- South Glasgow Hospitals Campus

In-House Training Programme

1-3 months: Training/Induction on hospital information system (Trakcare) and use of winscribe digital dictation system. Orientation of hospital and 3 specialities

3-6 months KSF/PDP/Mandatory Training

6 – 12 months College

12 – 24 months Completion of SVQ/completion of college for both medical Terminology and typing
These apprenticeship posts will last for two years. By the end of the apprenticeship you will be expected to:

- Complete NHS GGC organisational induction and Mandatory Healthcare Support Worker Induction Standards & Code of Conduct
- Complete hospital and job role induction including training on hospital information system (Trakcare) and orientation of hospital departments and services
- Completion of Mandatory Training
- Evidence the knowledge and skills required for the job role via the Knowledge & Skills Framework Review & Personal Development Planning Process
- Complete the Core Skills, SVQ Level 2 & enhancements outlined the Business & Administration Level 2 Modern Apprenticeship Framework (click here). The enhancements for this post include college attendance for certified units in Audio Typing & Medical Terminology.
- Adhere to NHS GGC Policies & Procedures

A modern apprenticeship isn’t just about working; you need to be committed to learning too. During this period you would be expected to work as a member of our staff but also work towards an SVQ Level 2 qualification on Business & Administration. As well as working you will be required to agree to a training / development plan and attend meetings with trainers, assessors and verifiers as required. In addition you will be required to attend Glasgow Clyde College on a part-time basis for a period of 18 weeks. This will start in August 2015. College attendance will include training in medical terminology and audio typing.

Engagement with the workplace SVQ process, college attendance and satisfactory course progression is a mandatory requirement of the apprenticeship programme.

You will be an employee of NHS Greater Glasgow and Clyde and therefore also expected to observe the same Terms and Conditions of employment that all our staff do, and be subject to the same policies and procedures.

**Will I be paid?**

Yes. This Modern Apprenticeship will pay you a minimum of 70% of the maximum annual salary for role. This calculation is based on an NHS Payscale called Annex U designed specifically for trainee programmes. To find out more about NHS Payscales and Annex U visit [www.paymodernisation.scot.nhs.uk](http://www.paymodernisation.scot.nhs.uk) or click the link.
THE MODERN APPRENTICESHIP PROGRAMME

Based on 2014/2015* pay Scale your salary over the two year period will be

Year 1: Agenda for Change Band 2 (70%) Annex U £12,197.50
Year 2: Agenda for Change Band 2 (75%) Annex U £13,068.75

*The NHS Pay scale changes annually, figures quoted above are based on the 2014/2015 pay scale.

What is a Modern Apprenticeship Framework and where does an SVQ fit in?

A Modern Apprenticeship Framework is a document that describes the minimum standards of competence defined by employers for a given role. Frameworks identify relevant SVQs (or alternative competency based qualifications), core skills e.g. communication, numeracy and any industry specific training that might be required.

More than 70 different Modern Apprenticeship Frameworks have been developed in Scotland².

A Scottish Vocational Qualification (SVQ) is a qualification that shows that you are able to perform a job to nationally recognised standards. SVQs are made up of Units, each one of which describes an aspect of the job. You are expected to work your way through all of the relevant Units attached identified for your job role. There are no exams involved in an SVQ, staff are assessed at their workplace using observation, professional discussion and work related evidence. You will be assessed on the skills you use every day in your job.

What qualifications will I hold when I complete the Modern Apprenticeship?

This post reflects the following Modern Apprenticeship Framework:

- Business & Administration Level 2

This means you will be working towards an SVQ 2 in Business Administration.

Visit [www.sqa.org.uk/sqa/45620.html](http://www.sqa.org.uk/sqa/45620.html) or click the link.

You will also receive SQA certification of the medical terminology and audio typing units you complete as part of your apprenticeship.

What happens at the end of the Modern Apprenticeship?

On successful completion of your Modern Apprenticeship (and SVQ qualification) we hope to support your transition into permanent employment within the organisation.

² [http://www.skillsdevelopmentscotland.co.uk/our-services/modern-apprenticeships/ma-frameworks.aspx](http://www.skillsdevelopmentscotland.co.uk/our-services/modern-apprenticeships/ma-frameworks.aspx)
# Selection Timetable

<table>
<thead>
<tr>
<th>Recruitment Stage</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information Session – your opportunity to find out more about Audio Typist posts and the MA Programme. Places are limited – please email <a href="mailto:Central.BookingService@ggc.scot.nhs.uk">Central.BookingService@ggc.scot.nhs.uk</a> by Wednesday 7th January 2015</td>
<td>Friday 9th January 2015, Committee Room, Royal Hospital for Sick Children, 10 a.m.</td>
</tr>
<tr>
<td>Closing date for application submission</td>
<td>12 noon Friday 16th January 2015</td>
</tr>
<tr>
<td>Applications Assessed and candidates selected for Interview</td>
<td>Process completed by 23rd January 2015</td>
</tr>
<tr>
<td>Interview Preparation Session for short-listed candidates</td>
<td>Monday 2nd February</td>
</tr>
<tr>
<td>Interviews Commence</td>
<td>Interviews take place on Friday 6th February 2015</td>
</tr>
<tr>
<td>Interview outcome notified to Candidates</td>
<td>Conditional Offers issued Week Commencing Monday 9th February 2014</td>
</tr>
<tr>
<td>Contracts issued to those who have successfully completed pre employment checks</td>
<td>March 2015</td>
</tr>
<tr>
<td>Successful candidates commence employment</td>
<td>March/April 2015</td>
</tr>
</tbody>
</table>
I’ve never worked as an audio typist before so how do you know I have the skills you are looking for?

We will supply you with Job Description which includes at Section 12 the educational qualifications, skills, knowledge and experience that you must have to be able to do the job.

The Job Description will specify:

- **Essential Criteria** - the minimum level of qualifications, skills, knowledge and experience that is needed to do the job.
- **Desirable Criteria** - what qualifications, skills, knowledge and experience that will enable someone to perform more effectively

There are a number of questions in the Application Form which will ask you why you think your educational qualifications and skills are relevant to the Modern Apprenticeship vacancy.

You should carefully read ALL sections of the Job Description to help you compile your response to ensure you give evidence that matches the criteria on the person specification. You should also consider booking a space at our information event which will provide the opportunity to learn more about the role and speak with departmental staff.

**How do you decide who to interview?**

We base our decision on who to interview by assessing the information you have provided and your responses to the questions asked in the application form.

If there are a large number of candidates who demonstrate on their application form that they meet the essential criteria then the shortlisting panel will also use the desirable criteria also when selecting candidates to interview for the post.

**How should I complete my application form?**

First make sure it’s the right application form! We cant accept applications made on the NHS Scotland Application form and cant accept CV’s. Click here to access the Modern Apprentice Application form.

Before starting your application form please ensure you read the Job Description and Person Specification and part C How To Complete Your Application. To give you the best possible chance of selection please ensure you complete all sections of the application form with care and attention as incomplete applications will not be forwarded for shortlisting.
THE MODERN APPRENTICESHIP SELECTION PROCESS

Please do not send any other inclusions e.g. copies of qualification certificates, other award letters or CVs etc. If you are selected for interview we will let you know what evidence we need you to provide regarding your educational qualifications.

Can I get help to complete the application form?
If you feel that you need some help to decide what would be useful to include in your application you should make contact with your local Careers Scotland office. One of the advisers there will be able to support you through the application process. Please visit their website at www.careers-scotland.org.uk/contactus or telephone 0800 917 8000 to find out where your local Careers Scotland Office is located.

Who should I ask to be a referee?
We know it might be hard for applicants to provide us with two referees if they have not worked before so that is why we will accept an educational reference from a teacher from your school. However, if you do have a current part-time job or have volunteered or worked before please also give us details of someone who can provide a reference for this.

It is important that you give us full contact details including an email address for this person AND that you ask the person for permission to use them as a referee before you submit the application form.

We will only contact your referees if we decide to make a conditional offer of employment. All our offers of employment are conditional and subject to you satisfactory completing pre employment checks which incude reference and an occupational health assessment.

When is the closing date for applications?
Your application must be submitted on or before 12 noon Friday 16th January 2016 at the latest.

We will NOT accept late applications.
Who will assess my application?
Your application will firstly be assessed by recruitment professionals who will ensure that you meet the minimum selection criteria (a minimum of National 4 in English and two other National 4 qualifications – or equivalent). Applications that meet the minimum criteria are then passed to a shortlisting panel.

This panel will include at least two managers from the department hiring staff. They will be judging how well your application matches the selection criteria for the post. They will review the information you provide in relation to the educational qualifications, knowledge, skills and experience required for the post. The shortlisting panel will be looking for well presented, clear, concise information and any additional information that is interesting and highlights any additional skills and qualities you have over and above your educational qualifications.

When will interviews be held?
Interviews will be held on 6th February 2015. If you have been selected for interview you will be notified by letter, email or text of the date, time and venue for interviews.

Disability
The Disability Discrimination Act 1995 (DDA) defines Disability as follows “any physical or mental impairment which has a substantial adverse effect on a person’s ability to carry out normal day to day activities”. NHS Scotland is “Positive about Disabled People” as part of our continued commitment to extend job opportunities for people who are disabled. NHS Scotland operates a Job Interview Guarantee (JIG). All candidates who indicate they have a disability and meet the minimum criteria outlined within the person specification will be guaranteed an interview.

Please refer to Section Five of the Application Form entitled Declarations
What should I put in my application?
Before you complete the application form you should carefully read the job description and person specification.

You should take time completing the application form and ensure you do not leave it to the last minute. One standard application form means that everyone who applies is considered on the same basis.

It’s a good idea to gather all the necessary information e.g. your educational qualifications before you start to complete the application form.

Plan what information to include in each section of the application form and take note of the space provided which will give you an indication of how much information is required.

To stand the best chance of getting an interview you need to ensure that you carefully complete the questions in Section Three of the Application Form. In particular how you think your qualifications and skills match the requirements of the post and why you want to work in the NHS.

Highlight where possible in your application how your skills, personality or experience would work well with the duties listed in the job description that you will be trained to carry out. Do you have good attention to detail? Are you methodical in how you approach tasks? Are you good at managing lots of different tasks?

In addition to your educational qualifications and skills you can highlight any achievements both in and outside school. If you have had work experience/work placements or participated in any voluntary/community projects you should include details in your answers to the relevant questions. Other examples might include any hobbies/interests you may have.

Don’t leave any sections blank – if a section isn’t relevant then write Not Relevant in the space. Incomplete or poorly presented applications will not be considered for shortlisting.

The Equal Opportunities Monitoring form is required for monitoring purposes only and will not be made available to the interview panel during any part of the recruitment process.
Final Check

- Make sure you have included details of all your qualifications (including dates awarded)
- Make sure you include contact details for your Educational Reference(s) and Work/Character Reference, including email address for them. Don’t forget to ask their permission to use their details on your application form.
- Make sure you check that your responses are checked for spelling and grammar and provide detail. It might be useful to get someone else to look over your application form for a second opinion in case you have made any mistakes.
- It is always useful to make a few drafts before you submit one you are happy with.
- Keep a copy of your final draft you submit. Remember if you are selected for interview it will be important to review the application you submitted as part of your interview preparation.
- And finally before you submit it check it one last time.

How to submit your Application Form:
Applications should be completed electronically, saved and submitted by email to: modern.apprentice@ggc.scot.nhs.uk. Applications submitted by email will receive an automatic confirmation of receipt. If you have any problems submitting your application form please call NHS Greater Glasgow and Clyde Recruitment Service on 0845 3000 831.

Applications should be returned by the closing date of 12 noon Friday 16th January 2015.

Applications received after the closing date will not be considered for shortlisting.

If you are unable to submit your application by email then please post your application with the correct postage well in advance of the closing date to the address below:

NHS Greater Glasgow and Clyde
Recruitment Service – Modern Apprenticeships
1st Floor The Modular Building
Gartnavel Royal Hospital
1055 Great Western Road
Glasgow G12 0XH

Note that applications with insufficient postage may not be delivered by the closing date.
THE MODERN APPRENTICESHIP TERMS AND CONDITIONS

Starting Salary
Agenda for Change Band 2 Annex U - £12,197.50 per annum

*The Modern Apprentice posts are trainee posts under Annex U of the Agenda for Change. For further details on Agenda for Change visit [www.paymodernisation.scot.nhs.uk](http://www.paymodernisation.scot.nhs.uk)*

Fixed Term Contract Duration
For Agenda for Change Band 2 posts the duration of the post is fixed term for 2 years.

Hours of Duty
37.50 Hours per week

Annual Leave
The annual leave entitlement in a full year commencing 1st April to 31st March is:

- 27 days (202.5 hours), rising to 29 days (217.5 hours) after 5 years’ service and
- 33 (247.5 hours) days after 10 years’ service. There are 8 (60 hours) Statutory
  and Public Holidays in each leave year (pro rata where applicable).

Superannuation Pension Scheme
If appointed you will be automatically enrolled in the NHS Superannuation Scheme however on appointment you can chose to opt out of the scheme. Employee’s contributions to the NHS Scheme are tiered based on your earnings and the employer’s contribution equates to 13.5 % of salary. Employees in the NHS Scheme are “Contracted-out” of the State Earnings Related Pension Scheme and pay a lower rate of National Insurance contributions. You can find out more at [www.sppa.gov.uk](http://www.sppa.gov.uk)

Right to Work in the UK
We are required to check the entitlement to work in the UK of all prospective employees, regardless of nationality or job category. Candidates appointed to a post will be required provide appropriate documentation verifying right to work in the UK prior to any commencing employment

Healthcare Support Workers
You will be expected to comply with the new NHS Scotland Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers NHS Greater Glasgow and Clyde has in place an Induction Programme which new employees will be expected to complete in the first few months of starting the new post. As part of the Induction Process, you will be required to achieve Mandatory Induction Standards and Code of Conduct for Health Care Support Workers and these standards will be met through on the job induction programmes within NHS Greater Glasgow and Clyde that are core in supporting new staff.
Smoking Policy
NHS Greater Glasgow and Clyde operates a NO SMOKING Policy on all premises and grounds for staff and visitors.

Pre employment Checks
All offers of employment will be subject to the receipt of satisfactory References, Occupational Health Screening, Criminal Records Check (Disclosure Scotland), Eligibility to Work in the United Kingdom and Verification of Qualifications.

Car parking and travel to NHSGGC Sites
Like other NHS Boards across the country, demand for car parking on our hospital sites far outweighs availability. As a result, access to on-site parking is extremely limited and you will therefore need to find alternative ways of travelling to work if you are selected for the post.

All staff are entitled to apply for the following benefits on appointment:

- Interest free loan to purchase Zonecard’s - a flexible season ticket for unlimited travel by rail, subway, most buses and even some ferries (details on public transport routes to NHS Greater Glasgow and Clyde’s sites can be found by visiting www.nhsggc.org.uk and select Transport and Parking on the home page or visit www.spt.co.uk/travelinfo
- Cycle to Work Scheme, for staff to purchase a bicycle and any equipment needed and then repay those costs through their salary.

Learning and education
NHSGGC has an on-going commitment to learning and development through competency based training and individual personal development plans informed by the Knowledge and Skills Framework (summary guidance can be accessed via www.nhsggc.org.uk go to Career and Jobs, click Agenda for Change and select Knowledge and Skills Framework).

For more information about the benefits and discounts available to NHS Greater Glasgow and Clyde staff, visit www.nhsstaffbenefits.co.uk and www.nhsdiscounts.com
THE MODERN APPRENTICESHIP JOB DESCRIPTIONS

You will work to the standard Audio Typist Job Description with the expectation that you will be supported and trained to carry out all the duties and responsibilities outlined. You would not be expected to perform at Audio Typist level on appointment.

Band 2 Audio typist Gynaecology, Obstetrics and Gynaecology Oncology (GRI)

- Audio typing from a digital dictation system
- Scanning letters into Clinical Portal system
- Good keyboard skills
- Good team player
- Knowledge of Microsoft office packages
- Working within 3 medical specialities

This post will be based in the Queen Elizabeth Building, Glasgow Royal Infirmary

Band 2 Audio typist (Medical & Surgical Specialties) – RHSC then SGUH Campus

- Audio typing from a digital dictation system
- Scanning letters into Clinical Portal system
- Good keyboard skills
- Good team player
- Knowledge of computer packages
- Working within both medical and surgical teams

In the first instance the post will be based at the Royal Hospital for Sick Children and in June 2015 this will transfer to the Admin Block within the New South Glasgow Hospital Site.

During your apprenticeship you will orientate through all the different specialties within the hospitals for both medical and surgical sub specialties learning different medical terminology. A large proportion of the post will be audio typing. The postholder will transcribe from digital dictation, letters, reports and discharge summaries for patients from out-patient clinics, patients discharged from wards and other out-patient appointments and will maintain patient records at all times. Work will be assigned on a daily basis by the Medical Secretaries and other associated colleagues.
### MODERN APPRENTICESHIP – AUDIO TYPIST

**Agenda For Change Job Description**

<table>
<thead>
<tr>
<th>1. JOB IDENTIFICATION</th>
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<tbody>
<tr>
<td><strong>Job Title:</strong> Audio Typist</td>
</tr>
<tr>
<td><strong>Responsible to:</strong> Administration Manager</td>
</tr>
<tr>
<td><strong>Department:</strong> Hospital Paediatrics/Obstetrics &amp; Gynaecology</td>
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<tr>
<td><strong>Directorate:</strong> Women &amp; Children</td>
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</tbody>
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<tr>
<th>2. JOB PURPOSE</th>
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<tbody>
<tr>
<td>This post is part of NHS Greater Glasgow and Clyde’s Modern Apprenticeship Programme. The post holder will undertake a formal training and development educational programme whilst carrying out the duties and responsibilities set out below.</td>
</tr>
</tbody>
</table>

This post is to provide a comprehensive and efficient audio typing and administrative service to clinical staff.

<table>
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<tr>
<th>3. ROLE OF DEPARTMENT</th>
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<tbody>
<tr>
<td>The various department specialties provide comprehensive specialised outpatient clinical care to patients. Liaison with other Hospitals is necessary when patients are being referred onward for specialised in-patient care.</td>
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</tbody>
</table>

The postholder will not be expected to supervise other staff. However the postholder will be required to demonstrate their duties to any new staff.

<table>
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<tr>
<th>4. ORGANISATIONAL POSITION</th>
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<tbody>
<tr>
<td><strong>Clinical Services Manager</strong></td>
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<tr>
<td><strong>Admin Manager</strong></td>
</tr>
<tr>
<td><strong>Medical Secretaries</strong></td>
</tr>
<tr>
<td><strong>Audio Typists</strong></td>
</tr>
</tbody>
</table>
### MODERN APPRENTICESHIP – AUDIO TYPIST

#### 5. SCOPE AND RANGE

To provide a comprehensive and efficient audio typing and administrative service to clinical staff. The postholder will not be expected to supervise other staff. However the postholder will be required to demonstrate their duties to any new staff.

Work within and adhere to policies and procedures, ie health and safety, data protection, administration/secretarial standards, confidentiality etc.

Line Management, personal development and review of work will be undertaken by the Admin Manager.

#### 6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

**During the apprenticeship period you will be trained and supported to become competent in the following:**

1. Provide a high quality typing and administrative service for clinical staff to ensure efficiency in patient care, which involves a high degree of precision and accuracy as well as a specialised knowledge of medical terminology.

2. Manage clinical casenotes, ensuring information is accurate and up-to-date and all patient information/reports are filed correctly.

3. On request, arrange for copies of, for example, radiographs, copy casenotes and reports to be sent to Health Care Practitioners or other Hospitals.

4. Provide admin cover within and outwith own speciality as required, according to the needs of the service.

5. Ensure that clinical typing meets agreed post clinic turnaround targets.

#### 7a. EQUIPMENT AND MACHINERY

- Personal Computer and printer
- Photocopier
- Audio equipment
- Office Equipment; e.g. Fax machine etc.
MODERN APPRENTICESHIP – AUDIO TYPIST

7b. SYSTEMS

- Maintaining Office filing system
- Accessing information from the Patient Administration System
- Use of NHS Winscribe system to access audio typing
- Maintaining Electronic data storage e.g. Word, Access, Excel, Outlook
- Pecos ordering system

8. DECISIONS AND JUDGEMENTS

The post holder is not directly supervised, although supervision and support is readily available. The postholder will work within standard operating procedures and uses own initiative to make basic decisions regarding workload priorities.

The Administration Manager is available to advise on more complex matters.

9. COMMUNICATIONS AND RELATIONSHIPS

Communicates with external agencies, medical/dental professionals, staff, patients, relatives and carers both verbally and in writing regarding appointments, admissions, and meetings.

The post holder must acknowledge the sensitive nature of the topics discussed and use skills of tact and diplomacy.

10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical Skills:
Keyboard and audio typing skills requiring high degree of speed and accuracy.
Manual handling of normal office loads, eg boxes of envelopes

Physical Demands:
90% of work is computer based therefore sitting in a restricted position for this proportion of duties.
### MODERN APPRENTICESHIP – AUDIO TYPIST

### 11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Managing time effectively to ensure that typing turnaround targets are met.

Concentration required when audio typing, filing and dealing with any enquiries.

### 12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

*See Person Specification*
Modern Apprenticeship Person Specification

Business and Administration 2015 – Band 2 Posts

The person specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description.

**Job Titles:** Admin Assistant, Clerical Officer / Receptionist, Payroll Services, Clerical Officer, Ledger Clerk – Accounting, Customer Service – Staff Bank, Admin Asst – Clerk, Admin – HR, Admin Asst / Audio Typist, Administrator.

**Department:** Across a range of departments

**Service:** Across a range of service areas

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Essential</th>
<th>Desirable</th>
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</thead>
<tbody>
<tr>
<td><strong>Qualifications &amp; Training</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- National 4 English (or equivalent)</td>
<td>Yes</td>
<td></td>
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<tr>
<td>- 2 other National 4 qualifications (or equivalent)</td>
<td></td>
<td></td>
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<tr>
<td>- National 4 Administration &amp; IT</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Knowledge, Skills &amp; Abilities</strong></td>
<td></td>
<td></td>
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<tr>
<td>- Literacy and numeracy skills</td>
<td>Yes</td>
<td></td>
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<tr>
<td>- Good keyboard and IT skills including experience of using Office packages</td>
<td>Yes</td>
<td></td>
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<tr>
<td>- Good communication and Interpersonal skills</td>
<td>Yes</td>
<td></td>
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<tr>
<td>- Ability to understand and follow procedures and policies</td>
<td>Yes</td>
<td></td>
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<tr>
<td>- Effective team worker</td>
<td>Yes</td>
<td></td>
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<tr>
<td>- Ability to work accurately, paying attention to detail while working in a busy environment</td>
<td>Yes</td>
<td></td>
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<tr>
<td>- Awareness of importance of confidentiality</td>
<td>Yes</td>
<td></td>
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<tr>
<td><strong>Personal Qualities</strong></td>
<td></td>
<td></td>
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<tr>
<td>- Demonstrate a caring outlook</td>
<td>Yes</td>
<td></td>
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<tr>
<td>- Reliability and punctuality</td>
<td>Yes</td>
<td></td>
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<tr>
<td>- Commitment to training &amp; development</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>- Enthusiasm</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>- Ability to use initiative</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>- Potential to communicate well with colleagues and other service users within a healthcare environment</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td><strong>Particular Requirements of the Posts</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Commitment to complete the Modern Apprenticeship within identified period</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>- Undertake other appropriate development interventions</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>- Compliance with Confidentiality and Data Protection policies and procedures</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>- Satisfactory attendance at external training provider whilst undertaking qualification (where appropriate)</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>- Willingness to work additional hours from time to time</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>