JOB DESCRIPTION

Business Administration Apprenticeship (Level 2 or Level 3)

Title
Trainee OH Admin Assistant
Occupational Health Department

Hours
Full-time (37.5 hours per week)
9am-5pm, Monday to Friday
Includes 1 day per week paid study leave

Managed by
Business Manager/Operations Manager

Accountable to
Practice Partners

Salary Scale
£3.33 per hour, plus £50.00 per month towards travel expenses

Contract
Temporary: 12-24 months
(dependent on level of apprenticeship and subject to 3 month probationary period)

Essential Key Skills Required
GCSE grade A-C in Maths and English
Experience with computers
Competency in Microsoft Office (word, excel, outlook) or equivalent package

Personal Qualities Required
Enthusiasm and motivation
Pleasant manner
Good communicator
Attention to detail and accuracy

Desirable Key Skills Required
Experience with databases
Customer service experience

Duties and Responsibilities
• To work within the Occupational Health Department, undertaking a wide range of office administration tasks such as scanning, filing, telephony, photocopying and appointment management
• Receiving and directing patients on arrival in a courteous and efficient manner
• Answering general enquiries, transferring and directing phone calls around the department as appropriate and taking/delivering messages promptly
• Dealing with cash and card payments (over the phone and face to face)
• Dealing with daily post (incoming and outgoing)
• Any other duties appropriate to the apprenticeships mandatory and chosen optional units (see apprentice’s portfolio)
• Confidentiality must adhered to at all times, otherwise disciplinary action will be taken
• Full training will be given
• External training courses will be provided where suitable
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Closing date:</td>
<td>Friday 10 July 2015</td>
</tr>
<tr>
<td>Interviews:</td>
<td>End July</td>
</tr>
<tr>
<td>Start date:</td>
<td>Mid August</td>
</tr>
</tbody>
</table>