

SINGLE CORPORATE SERVICES

JOB DESCRIPTION

Job title:	eLearning Clerical Support Apprentice	To be completed by HR - Job Reference Number:
Reporting to:	eLearning Technologist	
Accountable to:	Head of Knowledge and Library Services	
Pay Band:	2	

As part of the Single Corporate Service, the role provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

As the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel between sites. The frequency and arrangements will be discussed on an individual basis, and the staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

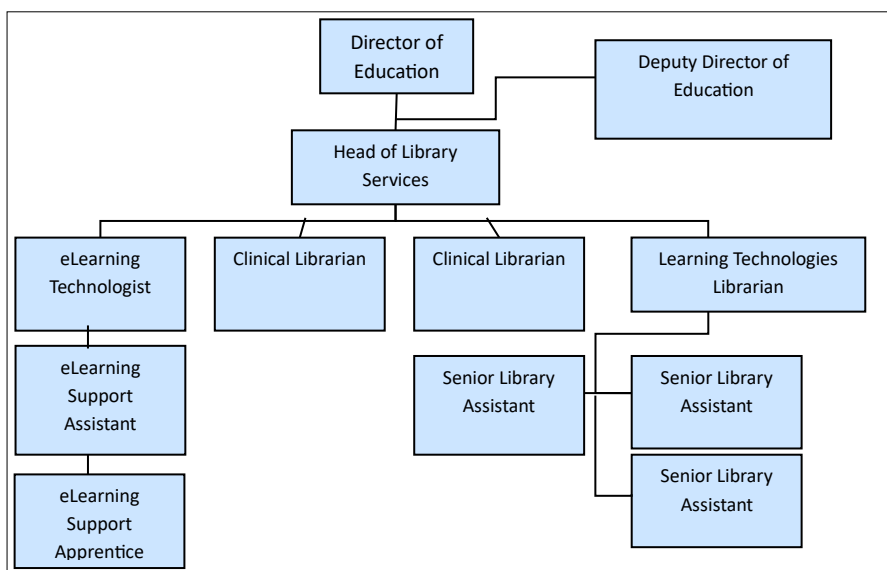
Job summary

The post holder will develop an understanding of how to facilitate access to Knowledge and Library Services for all users. They will support the eLearning Technologist in delivering support to IWT/PHU, Equans, and MOD staff while developing their own personal skills and business administration knowledge. A key component of the role is providing frontline customer service for the department.

Job Statement

This is an apprenticeship role designed to provide fundamental skills, knowledge, and competencies through a combination of education, training, and hands-on experience. The apprentice acts as a primary point of contact for eLearning resources and library enquiries.

Organisational Chart



Specific Core Functions

- Serving as the first point of contact for staff enquiries regarding eLearning and library services.
- Utilising and selecting appropriate details from online databases such as ESR and Clinical Skills.net.
- Maintaining departmental records, calendars, and documentation to ensure efficient service delivery.

Key Responsibilities

Customer Service & Frontline Support

- Act as the face of the department, providing professional and friendly support via the Library issue desk, telephone, and email.
- Efficiently handle customer queries, learning when to provide immediate solutions and when to escalate to senior staff.
- Provide vital support for Trust Induction processes, including setup, execution, and troubleshooting.

Digital & Technical Support

- Develop a working knowledge of online databases (such as ESR, Clinical Skills.net) to manage course details and provide basic training to NHS staff.
- Use the Microsoft Office suite to manage professional correspondence, maintain calendars, and produce spreadsheets to track training data.
- Learn to identify hardware needs, maintain existing IT equipment, and coordinate repairs for software or hardware faults.

Professional Development & Collaboration

- Work collaboratively with colleagues to meet departmental goals and contribute your own ideas for improving working procedures.
- Actively engage in education and hands-on training to build fundamental competencies in business administration and eLearning technology.
- Proactively seek feedback and guidance from senior staff to expand your professional skillset.

Communication and Working Relationships

- Work collaboratively with colleagues to distribute workload and improve working procedures.
- Communicate effectively with a wide range of staff and students.
- Maintain a responsive, flexible, and helpful attitude to nurture partnerships and build relationships.
- Act with tact, diplomacy, and personal integrity.

Analytical and Judgement

- Learn to identify required IT hardware and recognise when parts are missing.
- Determine when an enquiry can be handled personally and when it requires escalation to senior staff.
- Assess basic software or hardware faults to determine the appropriate support route.

Planning and organising

- Organise personal workload and maintain a neat, methodical approach to tasks.
- Assist in the logistical setup and troubleshooting of Trust Induction events.
- Manage accurate filing systems.

Physical Skills

- Demonstrate excellent IT proficiency and the ability to use various office equipment.
- Maintain and handle basic IT hardware.
- Perform manual tasks associated with library desk cover and filing.

Patient Client Care

- Support the Trust’s "Patient Centred Strategic Aims" by ensuring staff are well-trained through eLearning.
- Act in a way that safeguards the health and wellbeing of children and vulnerable adults.
- Provide compassionate and helpful service as part of the wider healthcare team

Policy and Service Development

- Adhere to all Trust Safeguarding Policies.
- Participate in the regular review and revision of the job description to meet changing service needs.
- Contribute ideas and suggestions for improving departmental working procedures and practices.

Financial Management

Assist in the maintenance and stewardship of existing Trust equipment and resources to prevent loss or damage.

Management/Leadership

- Act as a role model by maintaining personal credibility, honesty, and integrity.
- Take responsibility for personal actions and aspire to excellence in service delivery.
- Work under minimum supervision as skills develop, while remaining a positive team player

Information Resources

- Access and use details within ESR and Clinical Skills.net.
- Make amendments to webpages under supervision.
- Maintain information sources and training guides for staff use.

Research and development

- Engage in continuous education and training to develop fundamental skills and competencies.
- Seek feedback and guidance from senior staff to identify areas for skill development.
- Maintain a positive attitude toward learning and adapting to new technologies.

Person Specification

Criteria	Essential	Desirable	How criteria will be assessed
Qualifications	5 GCSEs or equivalent, including English Language.		Application/Certificates
Experience	Customer service environment experience involving computers.		Interview/Application

Knowledge	MS Office applications and Internet familiarity		Interview/Application
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Freedom to Act

- The post holder is guided by precedent and clearly defined occupational policies, protocols, procedures or codes of conduct. Work is managed, rather than supervised, and results/outcomes are assessed at agreed intervals.

Physical effort

- A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

Mental effort

- There is a frequent requirement for concentration where the work pattern is predictable with few competing demands for attention, or there is an occasional requirement for concentration where the work pattern is unpredictable.

Emotional Effort

- Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or emotional circumstances.

Working conditions

- Occasional exposure to unpleasant working conditions, or occasional requirement to use road transportation in emergency situations, or frequent requirement to use road transportation, or frequent requirement to work outdoors, or requirement to use Visual Display Unit equipment continuously on most days.

Compliance statement to expected organisational standards:

To comply with all Trust Policies and Procedure, regarding:

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

- Understand duty to adhere to policies and protocols applicable to infection prevention and control.
- Always Comply with key clinical care policies and protocols for prevention and control of infection; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.

- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard regarding effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004, Working Together to Safeguard Children 2013 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adult's policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,
- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your everyday practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.