



DEDICATION EMPOWERMENT PARTNERSHIP DIVERSITY



A day in the life of... **an administrator in the NHS**

CASE STUDY

"I have been working since I was 16 as a waitress in restaurants and in bar work. I fancied something different with more regular hours and weekends off. I thought about working in the NHS, but was finding it difficult to get in without experience, so I decided to go down the apprenticeship route.





I applied through NHS Jobs and got an apprenticeship in business administration. I did one day a week at Rotherham College. At work, I was able to build up experience with support from the other staff. They were really helpful and let me have time out to work on the qualification. I wasn't sure about an apprenticeship at first because of the pay, but it's been a worthwhile investment as I managed to get a job in March in the department where I'd done my apprenticeship.

I now have a permanent role as an Administrator in the Workplace Health and Wellbeing Services – that's the occupational health department for the staff working in the hospital. I work 2 days a week on the reception and the other 3 days are spent working on promotion and administration duties.

It's a busy department so you get a lot of referrals, the phone rings a lot. Staff need vaccinations and bloods need to be taken, so I have to make appointments and deal with staff popping in and out. I deal with emails, inputting data, scanning documents, word processing letters, answering the phone and all those other office tasks.

If I am working on promotion, I might be uploading photos on to the intranet or I could be helping the rest of the staff on promoting healthy initiatives. One of the department's main aims is to have healthy staff! We promote walking and exercise challenges for staff such as the Pedometer Challenge. My involvement included issuing a pedometer to each team member participating in the challenge.

They then had to record their individual steps and the team captain would send those through to me via email at the end of each week. I then collated the steps and kept them on a spreadsheet chart so that at the end of the 4 weeks I could determine clearly who had won the challenge. It got a good uptake and good feedback!

I am happier now that I have regular hours. I've also got the experience and the training to be able to apply for other jobs in the NHS – it's given me that flexibility. I would definitely recommend it. In fact, I am starting a new job at the end of the month in a new department – doing the apprenticeship was really worthwhile!"

For more information see:

www.nhscareers.nhs.uk

www.jobs.nhs.uk

www.therotherhamft.nhs.uk