

JOB DESCRIPTION

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| JOB TITLE: | Human Resources Apprentice |
| LOCATION: | Manchester |
| REPORTS TO: | Ria Porter |

DUTIES AND RESPONSIBILITIES

(This description is not an exhaustive list and will be subject to periodic review and amendment The duties and responsibilities below are essential job functions for which reasonable accommodation will be made. All job requirements listed indicate the minimum level of knowledge, skills and/or ability deemed necessary to perform the job proficiently)

1. Personal Qualities

- Ensure the effective implementation of tasks through communication with the Human Resources Manager.
- Good written and verbal communication skills.
- Excellent interpersonal skills.
- The ability to work independently and resourcefully.
- Maintain a professional attitude and demeanour, including courteous interactions with team workers, supervisors and others, encountered in the course of work.
- Be flexible with work schedules, remain calm and courteous and exercise self-control when interacting with impatient individuals.
- Effectively communicate policies and procedures as required in the course of the job
- An understanding, acceptance and adherence to the need for strict confidentiality
- An ability to use own judgment, resourcefulness, common sense and local knowledge to respond to patients enquiries and requests.
- Good problem solving and decision making skills and be able to supervise professional and administrative employees.
- Excellent organisation and scheduling abilities, written communication skills, and planning abilities for facility events.

2. Personal Development

- Recognise own development needs and identify in conjunction with how these can be met.
- Prepare for and attend peer appraisals on a six monthly basis.

3. Team Work

- Ensure through regular communication with the Human Resources Manager that the required skills and knowledge to meet the needs required of the role are updated and developed maintaining quality of all staff.

4. Liaison

- To be proficient in the reception of telephone enquiries from callers/patients, undertaking assessment of the caller's requirements.
- Actively contribute to the work of the clinical team, promote the standards of care expected and create energy and enthusiasm for the service.

5. Continuous Service Improvement

- Make recommendations to improve efficiency within the practice.

6. Major Duties and Responsibilities of the Post

As Needed

- i. To provide general support to the Human Resources Manager and Directors.

Management of Adverts

- ii. To post adverts upon request.
- iii. To ensure all adverts have a closing date.
- iv. To update the recruitment overview spread sheet.
- v. To register with new advertising websites when required.
- vi. To keep log in details up to date for all sites.
- vii. To assist in the production of job descriptions and personal specifications.

Responding to Applicants

- viii. To ensure that all applicants receive a response.
- ix. To respond to all vacancy enquiries via email and telephone.
- x. To ensure that all CVs are sent to the correct therapist and organised efficiently.

Arranging Interviews

- xi. To call all successful candidates to arrange interviews.
- xii. To send out interview confirmations.
- xiii. To update the interview spreadsheet.
- xiv. To book interviews in the relevant diaries.
- xv. To print CVs and interview questions prior to interviews.

New Staff

- xvi. To create contracts for new staff.
- xvii. To set up email accounts for new starters.
- xviii. To set up new staff on the diary system.
- xix. To arrange staff inductions.
- xx. To organise all staff documents in the relevant HR folders.
- xxi. To arrange staff uniform for new starters.
- xxii. To keep all contact lists and systems up to date.
- xxiii. To inform other staff when a new member of staff starts.
- xxiv. To ensure all new members of staff are added to the clinic mobiles.
- xxv. To organise for a profession CV to be made for all new therapists.
- xxvi. To create report proformas for all new therapists.

Payroll

- xxvii. To check staff time sheets against the rotas.
- xxviii. To ensure all staff record the appropriate breaks.
- xxix. To record all staff totals on a spread sheet.
- xxx. To assist in the preparation of the payroll each month.
- xxxi. To check all staff mileage.

Operation of Telephone System

- xxxii. Receive, make and divert calls as required, taking messages where appropriate.

Physical Capabilities

- xxxiii. Perform the physical functions of the job independently which include but are not limited to: the ability to lift up and carry 20kg a short distance and lift light-weight items overhead, the ability to climb up on low objects, long periods of sitting, and the ability to sit down and get up from the floor. Frequent bending, kneeling and reaching are required.

Reception Duties (when needed)

- xxxiv. Be the main point of contact for enquiries from patients, therapists, third parties and other individuals.
- xxxv. Ensure reception, waiting and treatment areas are kept clean and tidy, ensuring any damage is reported.

- xxxvi. Respond to all queries and requests for assistance from patients and other visitors.
- xxxvii. To make appointments for patients to see therapists in line with clinic procedures.
- xxxviii. Take payment in line with clinic procedures.
- xxxix. Receive patients in a courteous manner.
- xl. Ensure home visit assessments are paid in full prior to the appointment and invoicing details are obtained prior to any further appointments.
- xli. Ensure that all therapists are aware of new patients and reminded on the day prior to the appointments of their start and finish times.
- xl.ii. Send appointment reminders to patients.
- xl.iii. Manages complaints from all sources including patients, staff, third parties etc. Work in conjunction with directors to address complaints. Review, investigate, and resolve all complaints
- xl. iv. Complete the invoicing of individuals if required.
- xl. v. Banking.
- xl. vi. Stocktaking and replenishment of office / clinic / kitchen supplies / consumables on a regular basis.
- xl. vii. Ordering of equipment.
- xl. viii. Taking of deliveries.
- xl. ix. Handling of the incoming and outgoing post.
- l. Proof reading of therapists reports, outgoing post, advertisements etc.
- li. Be responsible for balancing monies in petty cash and cash tins.

PRINCIPAL CONTACTS

Human Resources Manager
Office Manager
Directors
Administration staff
Patients
Therapists
Referrers
Insurers
Solicitors