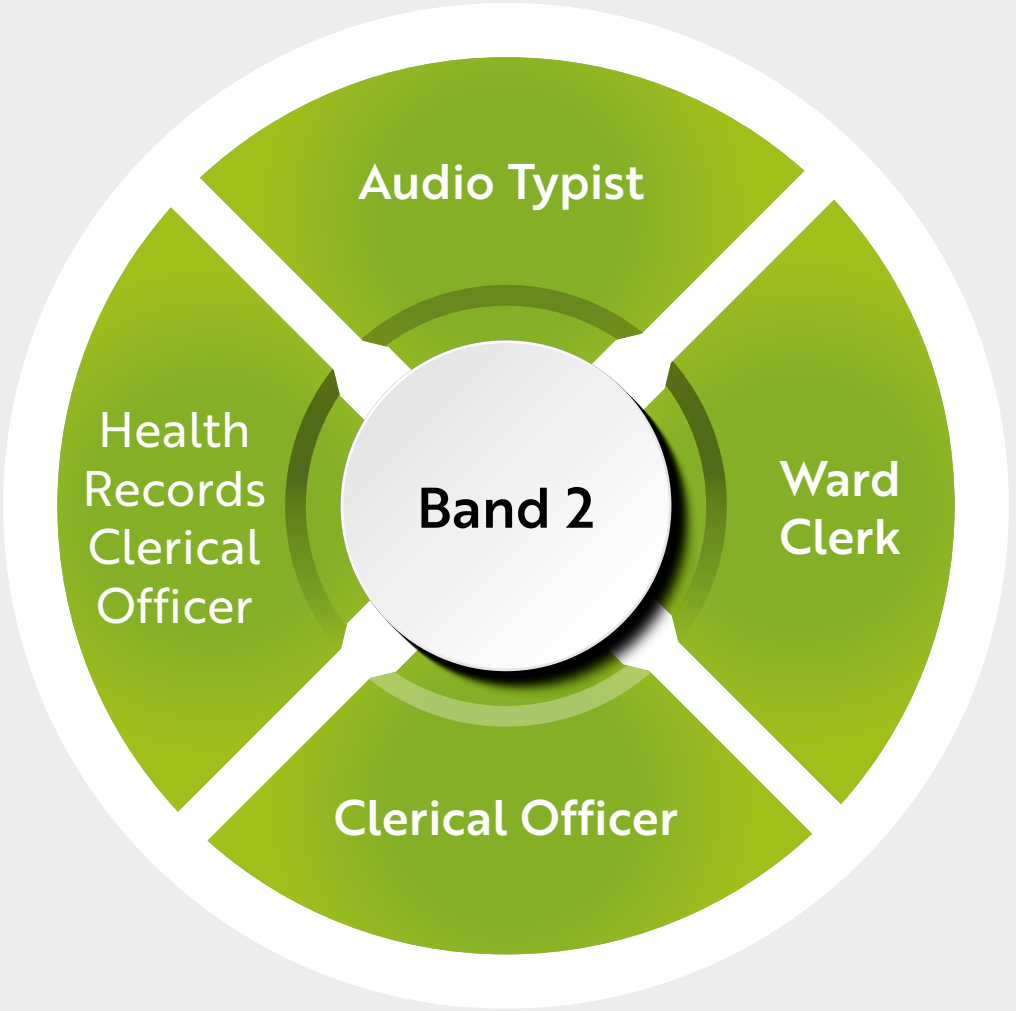
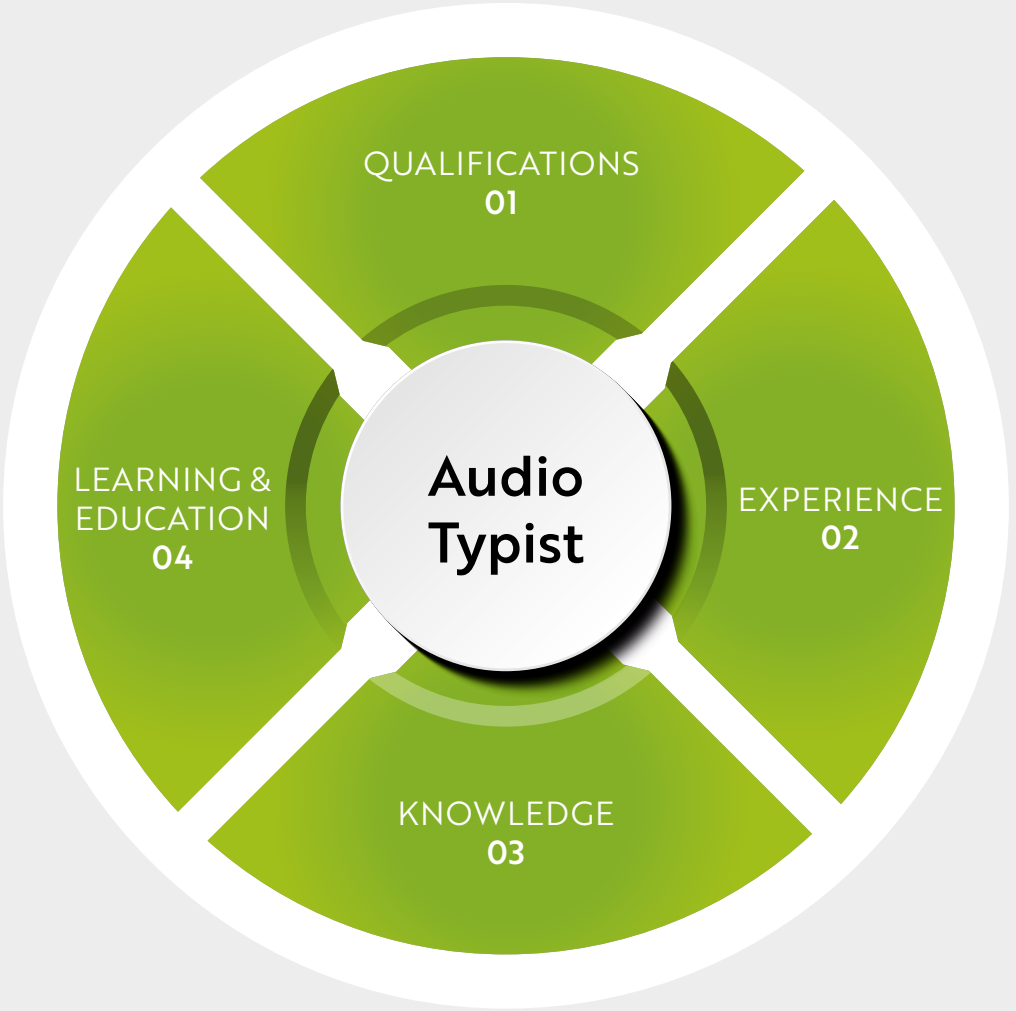
Professional Administration Transformation

NHS Greater Glasgow and Clyde


Audio Typist
Health Records Clerical Officer
Band 2
Ward Clerk
Clerical Officer


QUALIFICATIONS
01
EXPERIENCE
02
KNOWLEDGE
03
LEARNING &
EDUCATION
04
Audio
Typist

Professional Administration Transformation

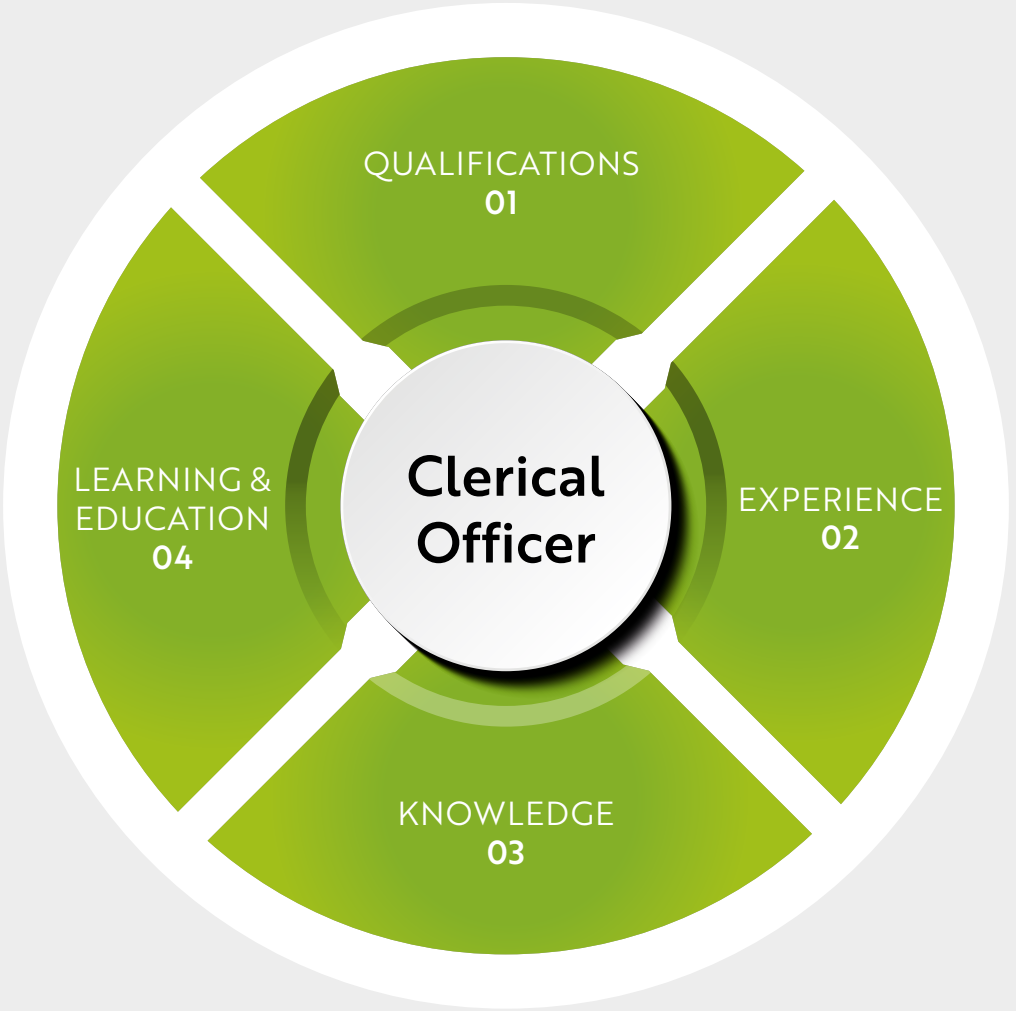
NHS Greater Glasgow and Clyde

Main Menu

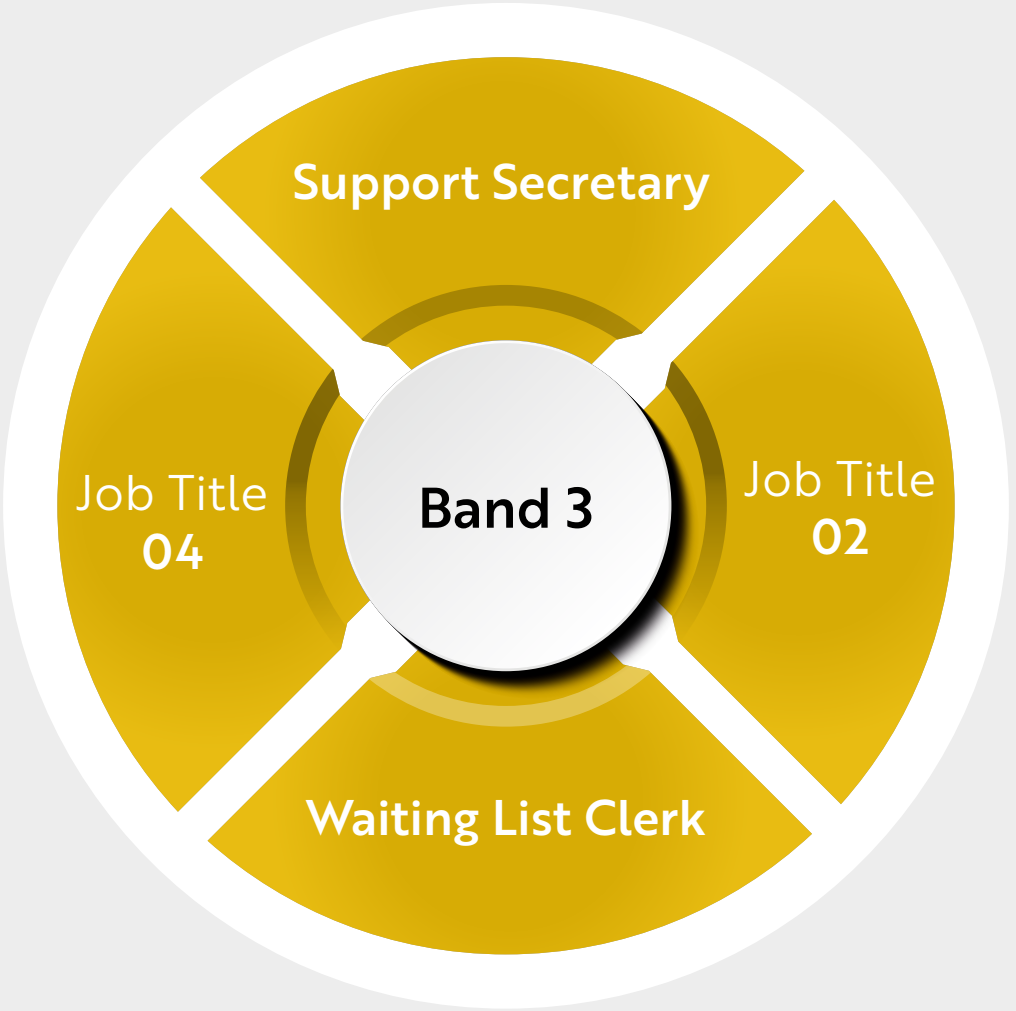
Professional Administration Transformation

NHS Greater Glasgow and Clyde

Main Menu



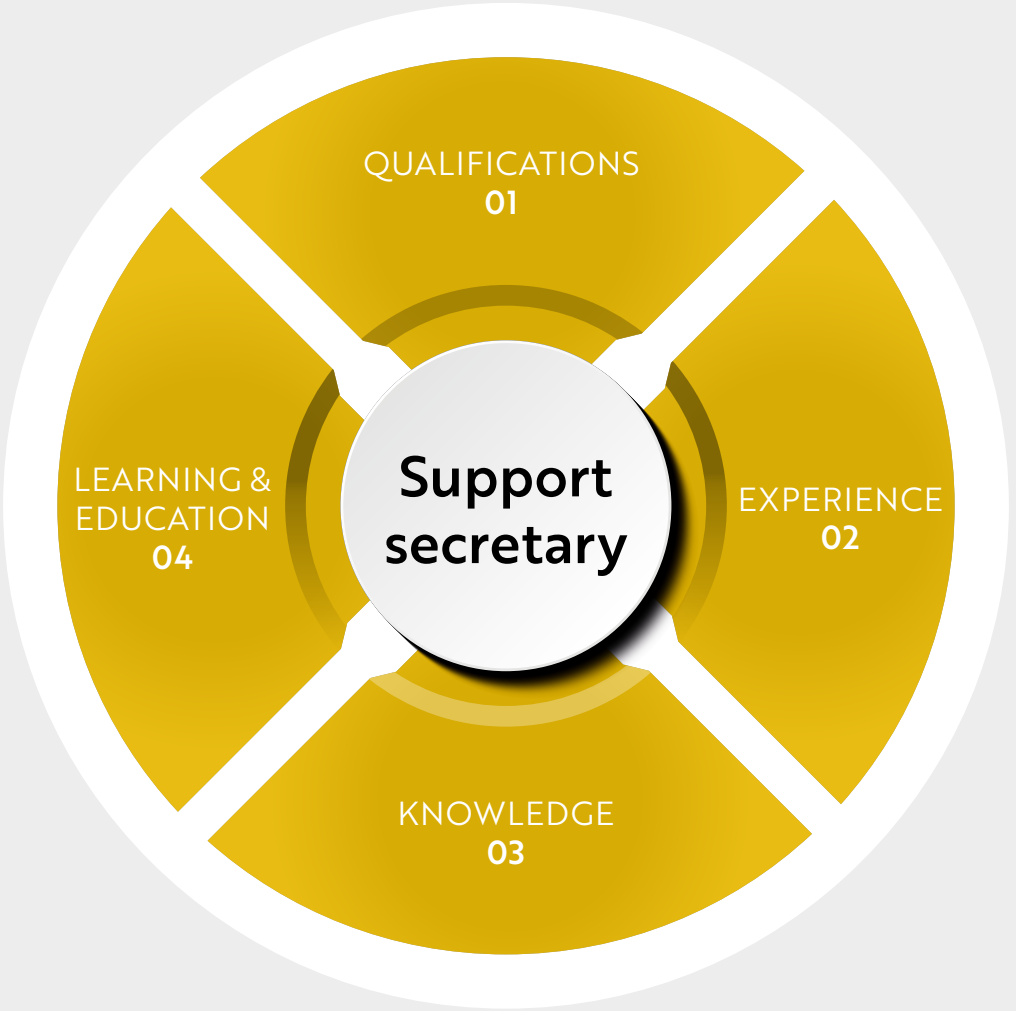
QUALIFICATIONS
01
EXPERIENCE
02
KNOWLEDGE
03
LEARNING & EDUCATION
04
Job Title
04


Support Secretary
Job Title 04
Band 3
Job Title 02
Waiting List Clerk

Professional Administration Transformation

NHS Greater Glasgow and Clyde

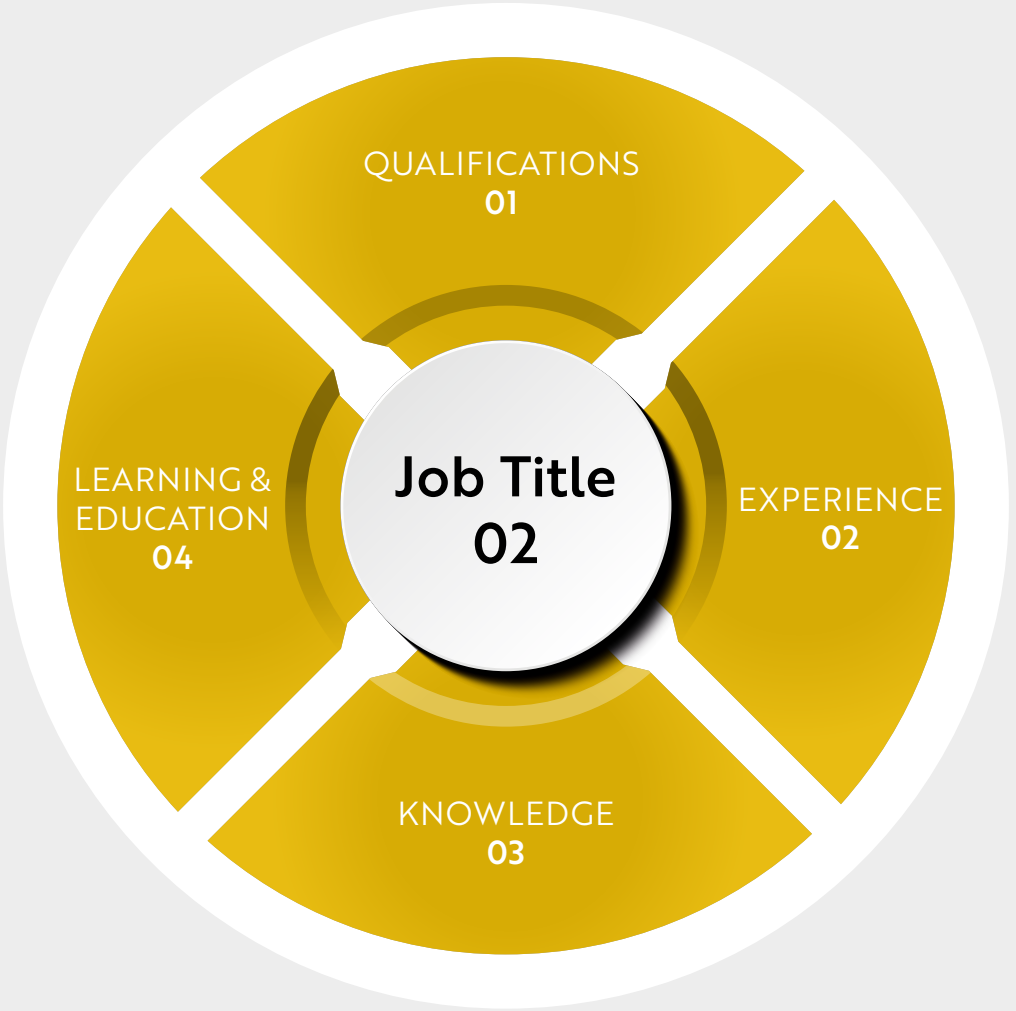
Main Menu



Professional Administration Transformation

NHS Greater Glasgow and Clyde

Main Menu



Professional Administration Transformation

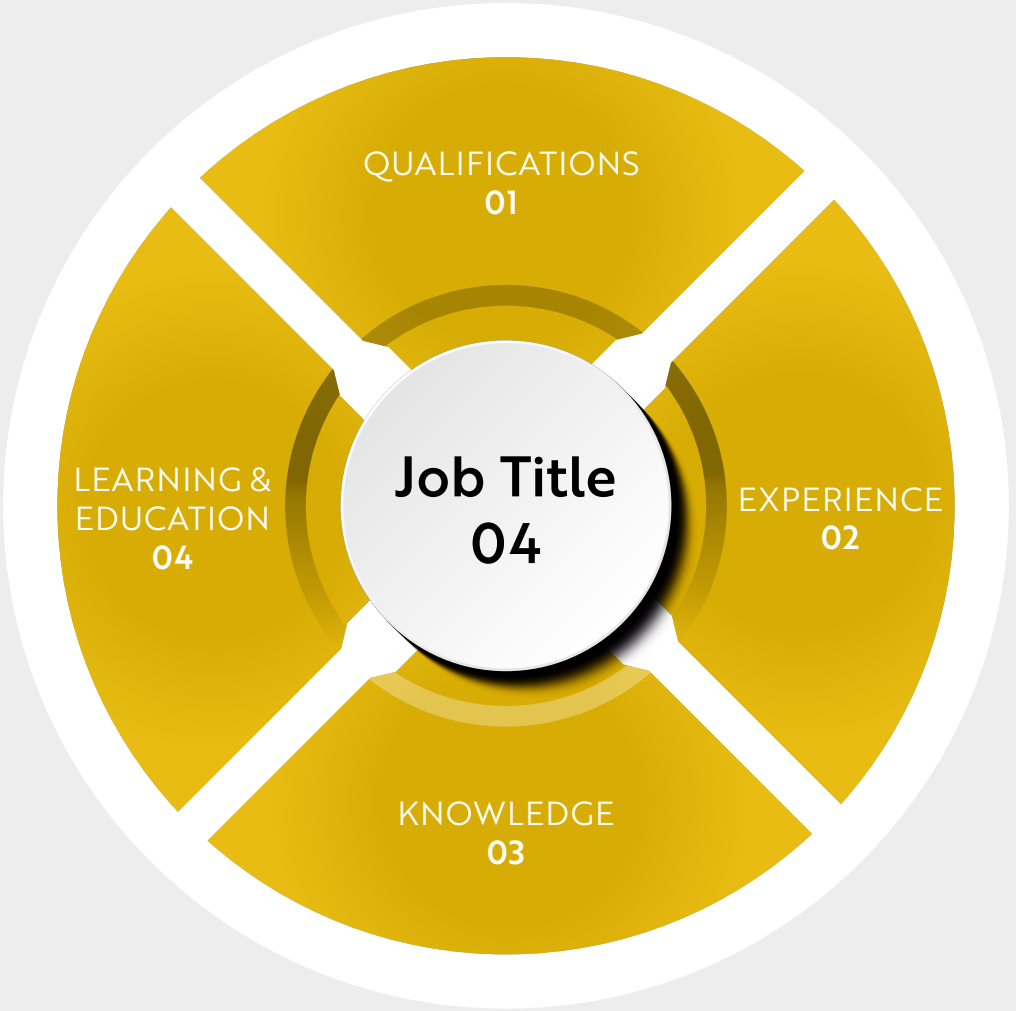
NHS Greater Glasgow and Clyde

Main Menu

Professional Administration Transformation

NHS Greater Glasgow and Clyde

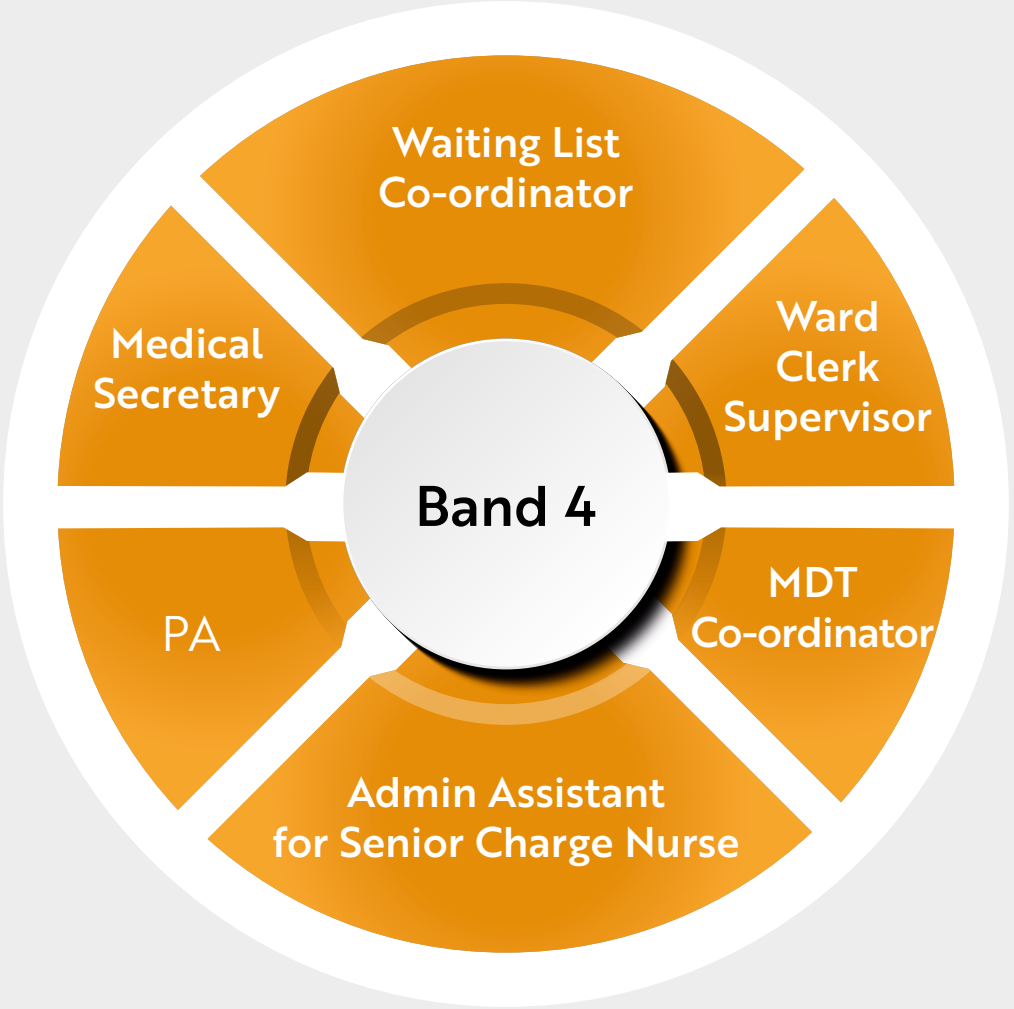
Main Menu



Professional Administration Transformation

NHS Greater Glasgow and Clyde

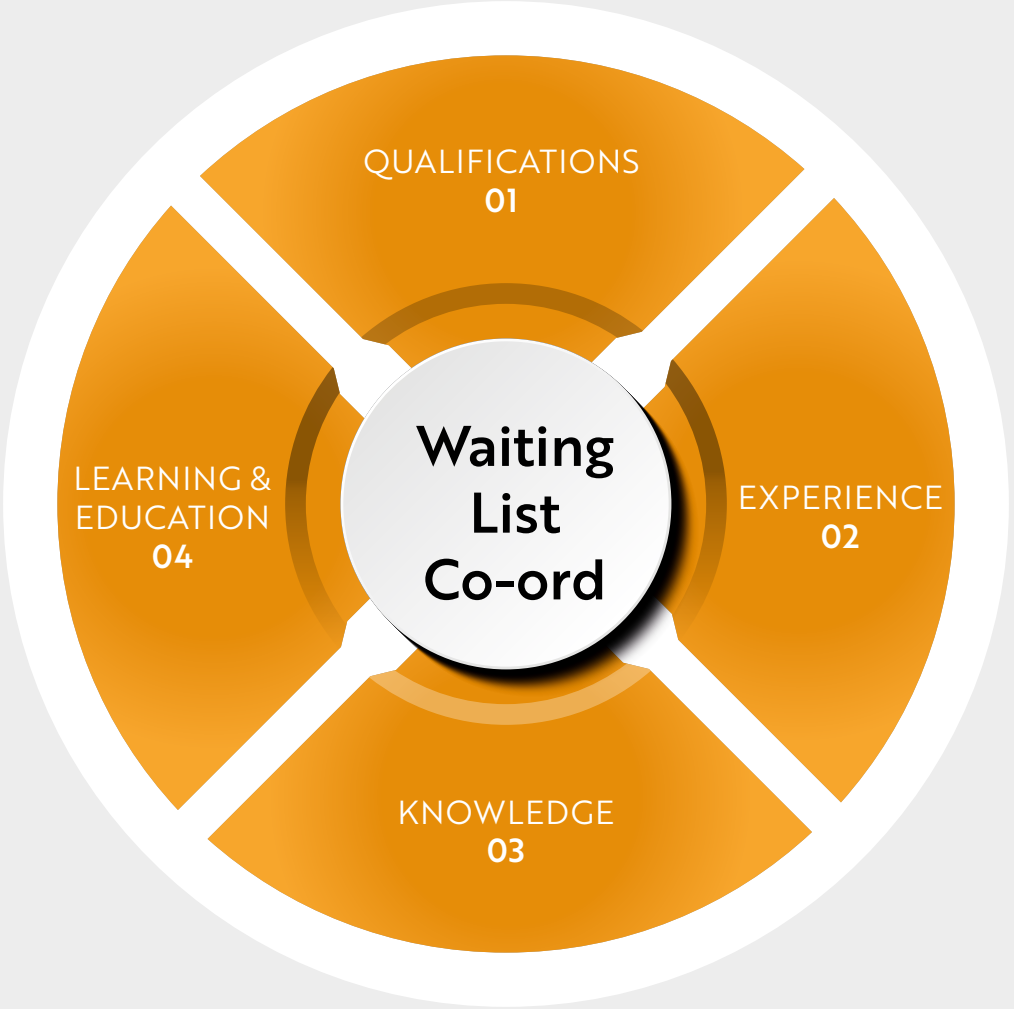
Main Menu

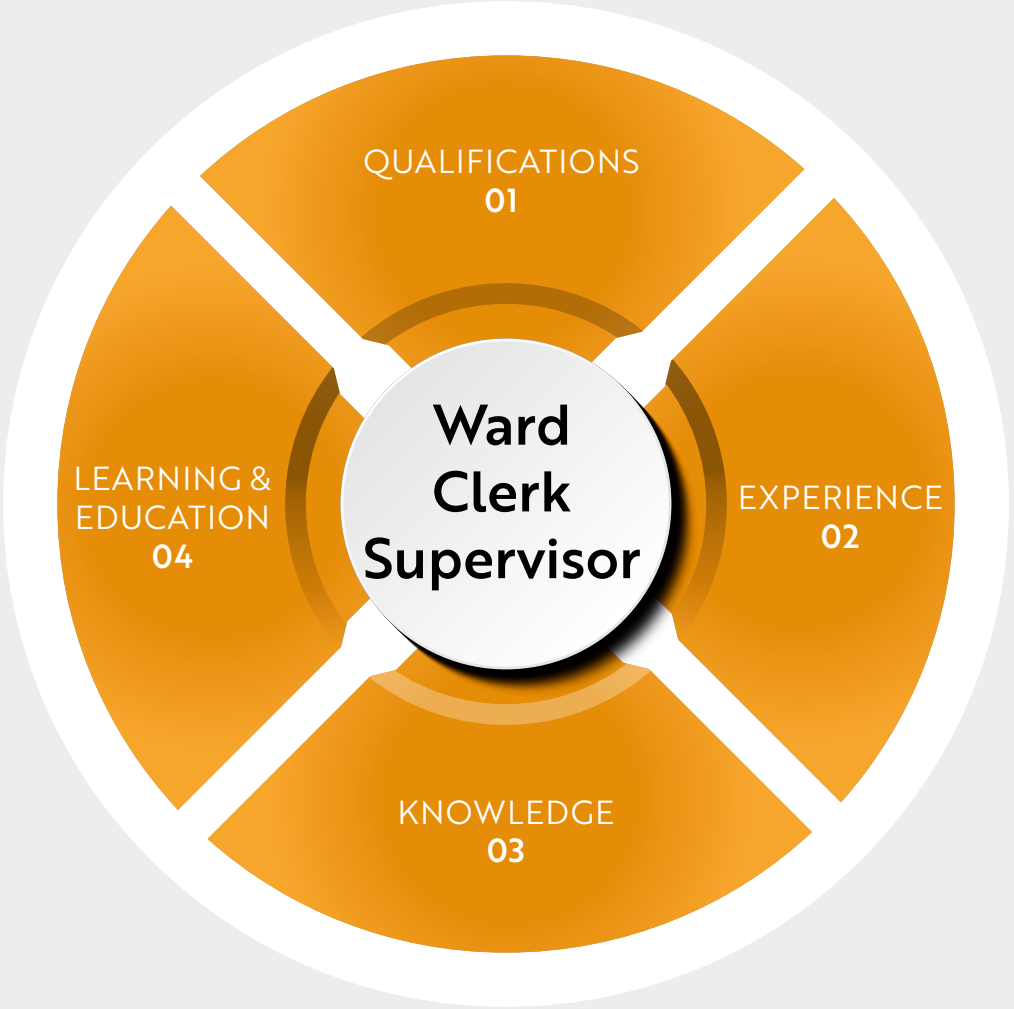


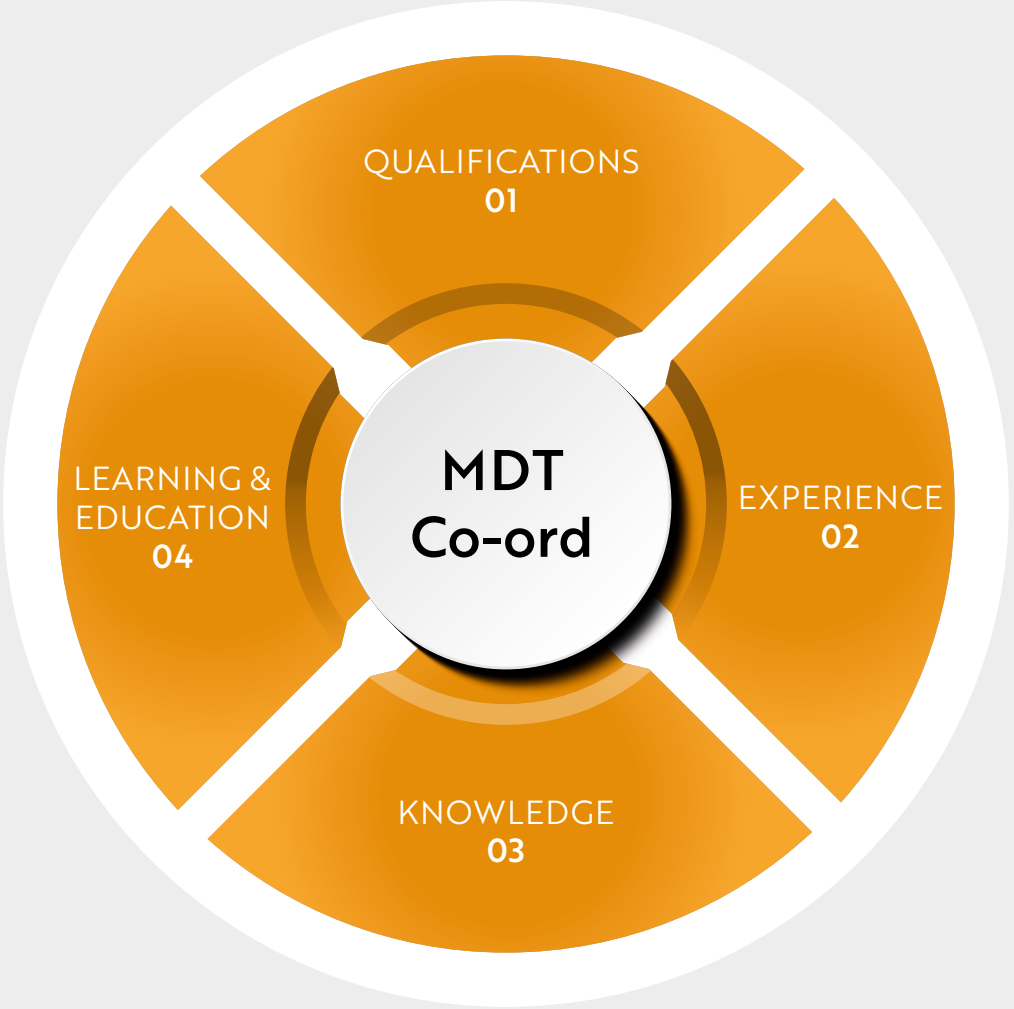
Professional Administration Transformation

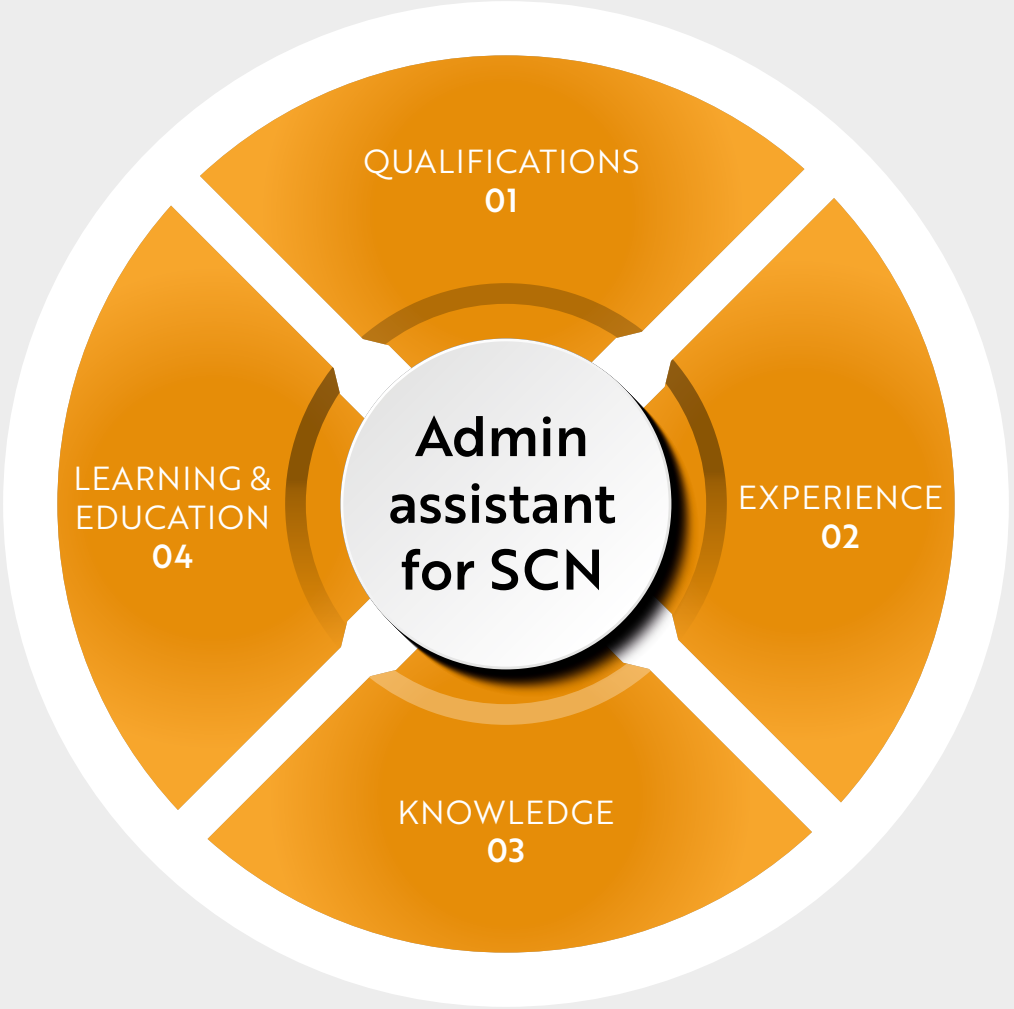
NHS Greater Glasgow and Clyde

Main Menu




QUALIFICATIONS
01
EXPERIENCE
02
KNOWLEDGE
03
LEARNING & EDUCATION
04
Ward Clerk Supervisor

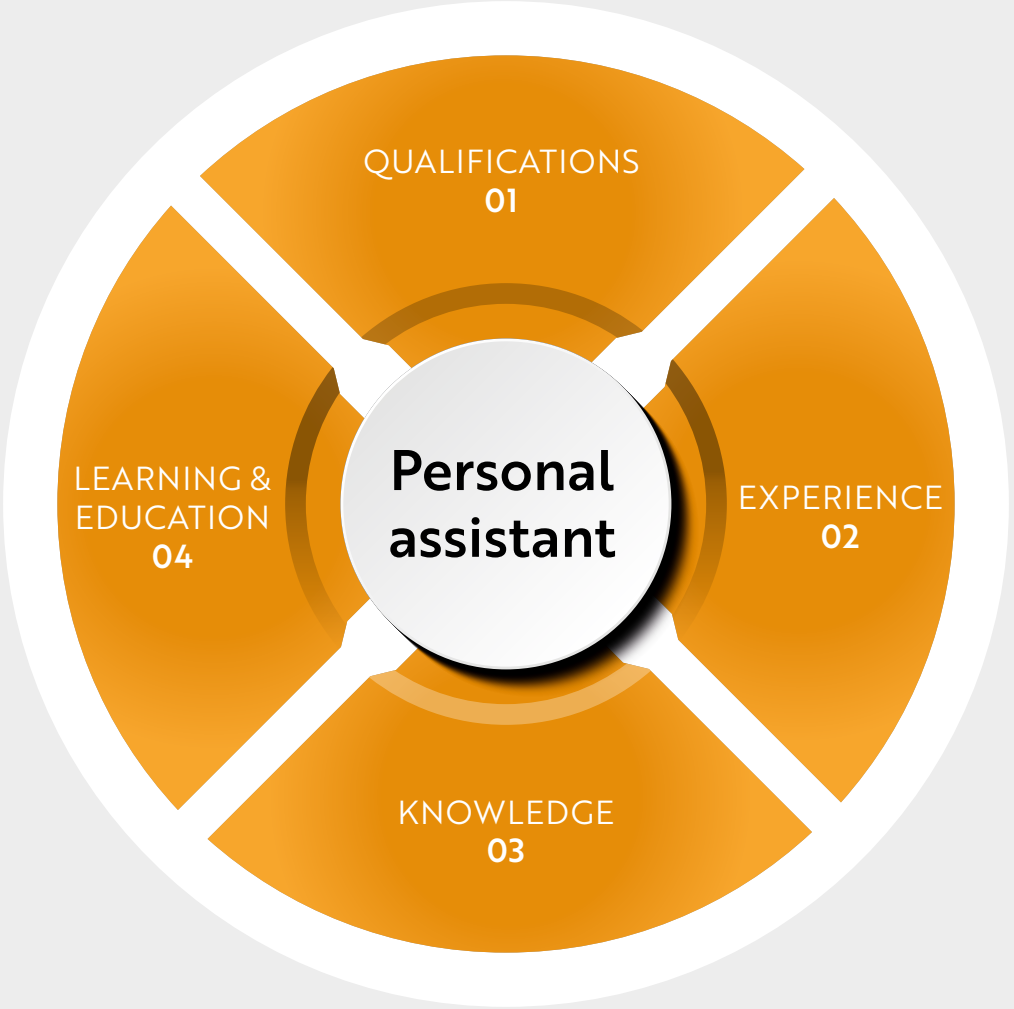

QUALIFICATIONS
01
EXPERIENCE
02
KNOWLEDGE
03
LEARNING & EDUCATION
04
MDT Co-ord

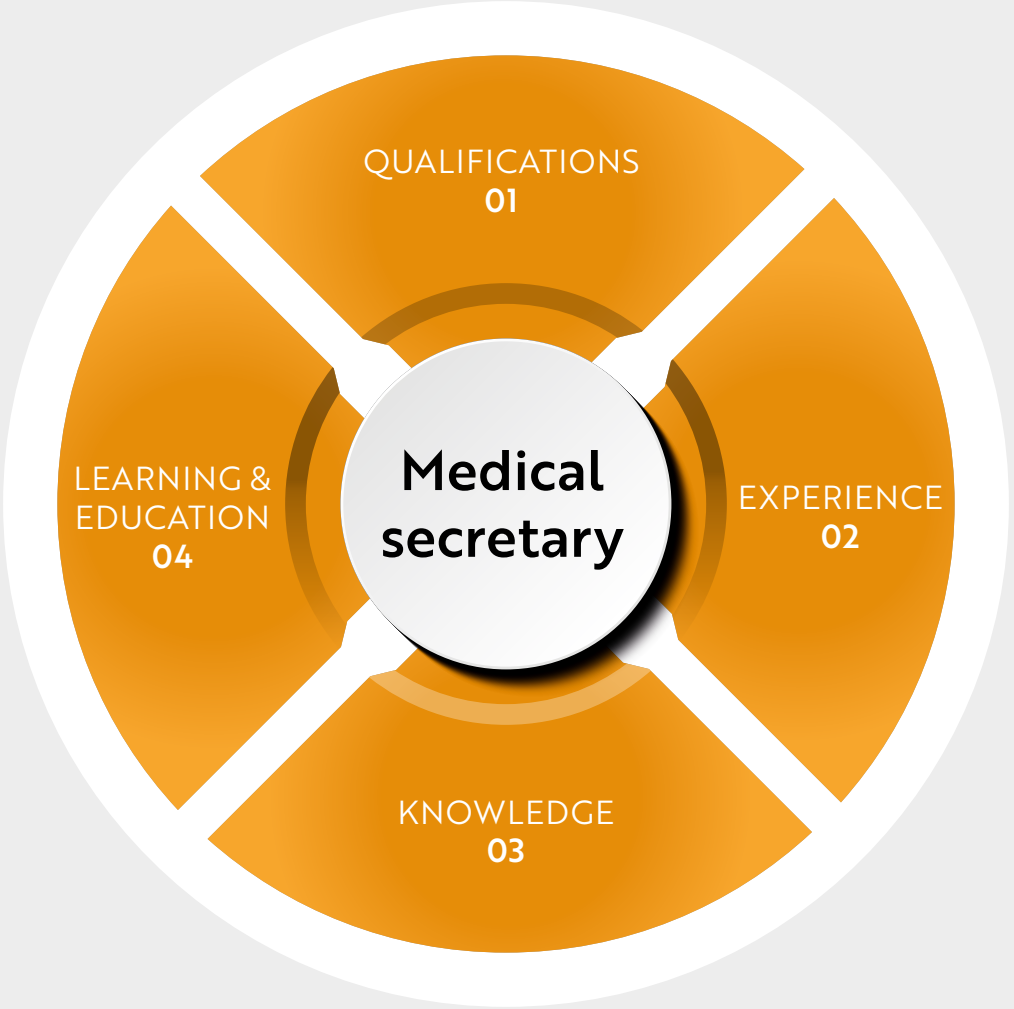

QUALIFICATIONS
01
EXPERIENCE
02
KNOWLEDGE
03
LEARNING & EDUCATION
04
Admin assistant for SCN

Professional Administration Transformation

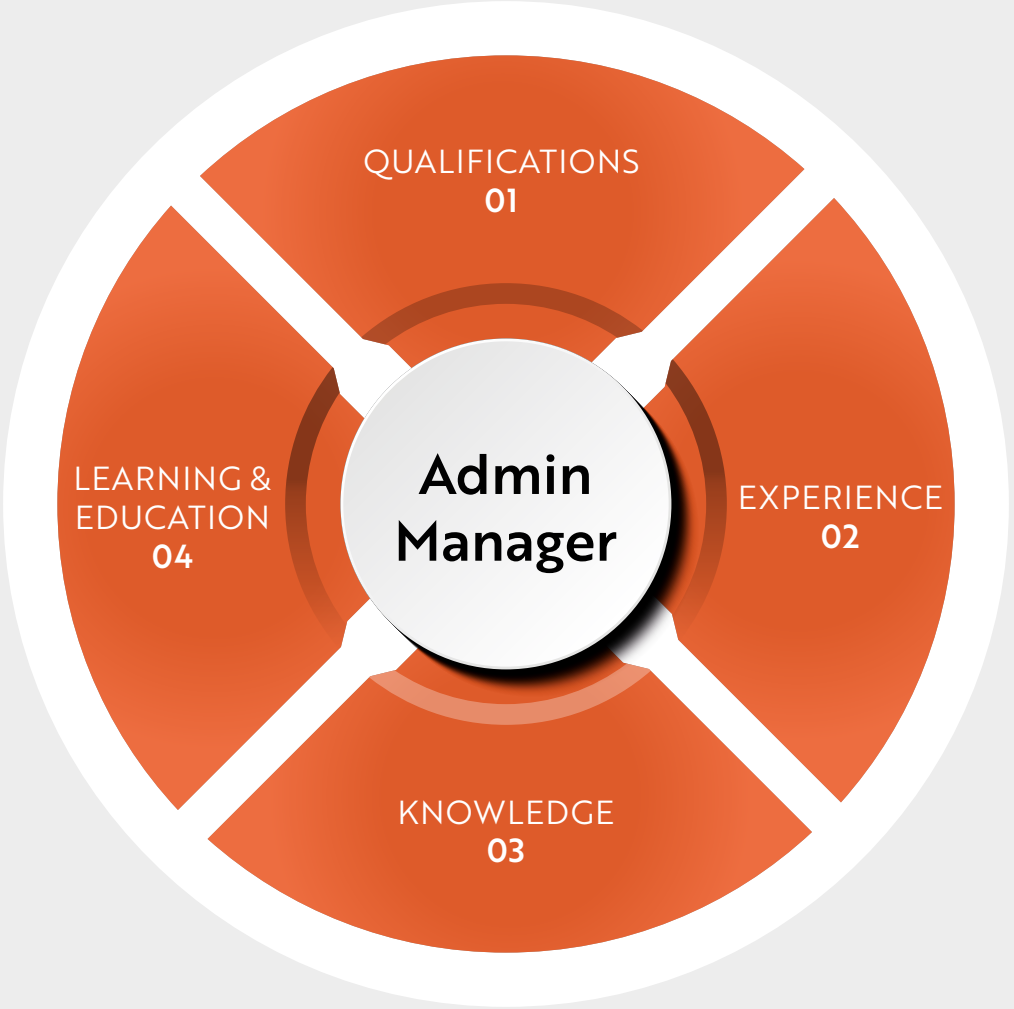
NHS Greater Glasgow and Clyde

Main Menu

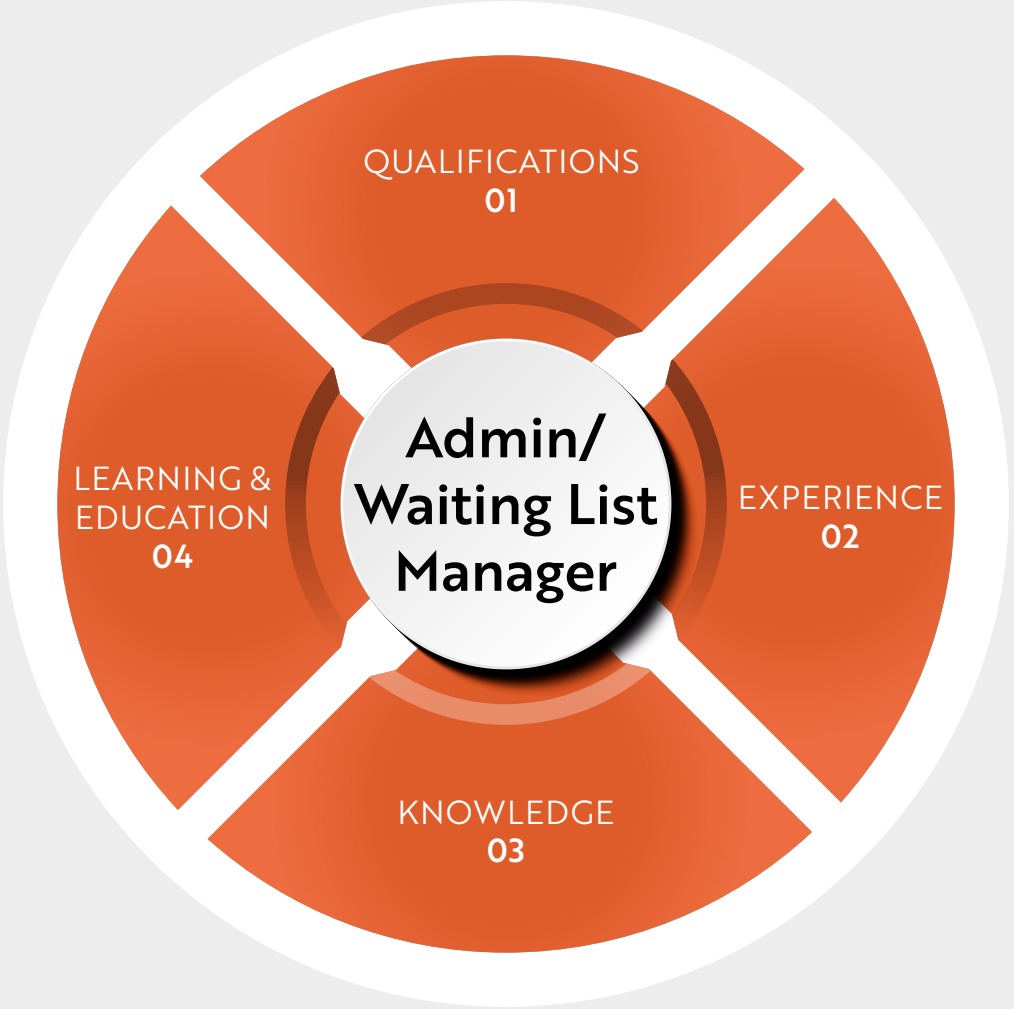



QUALIFICATIONS
01
EXPERIENCE
02
KNOWLEDGE
03
LEARNING & EDUCATION
04
Medical secretary

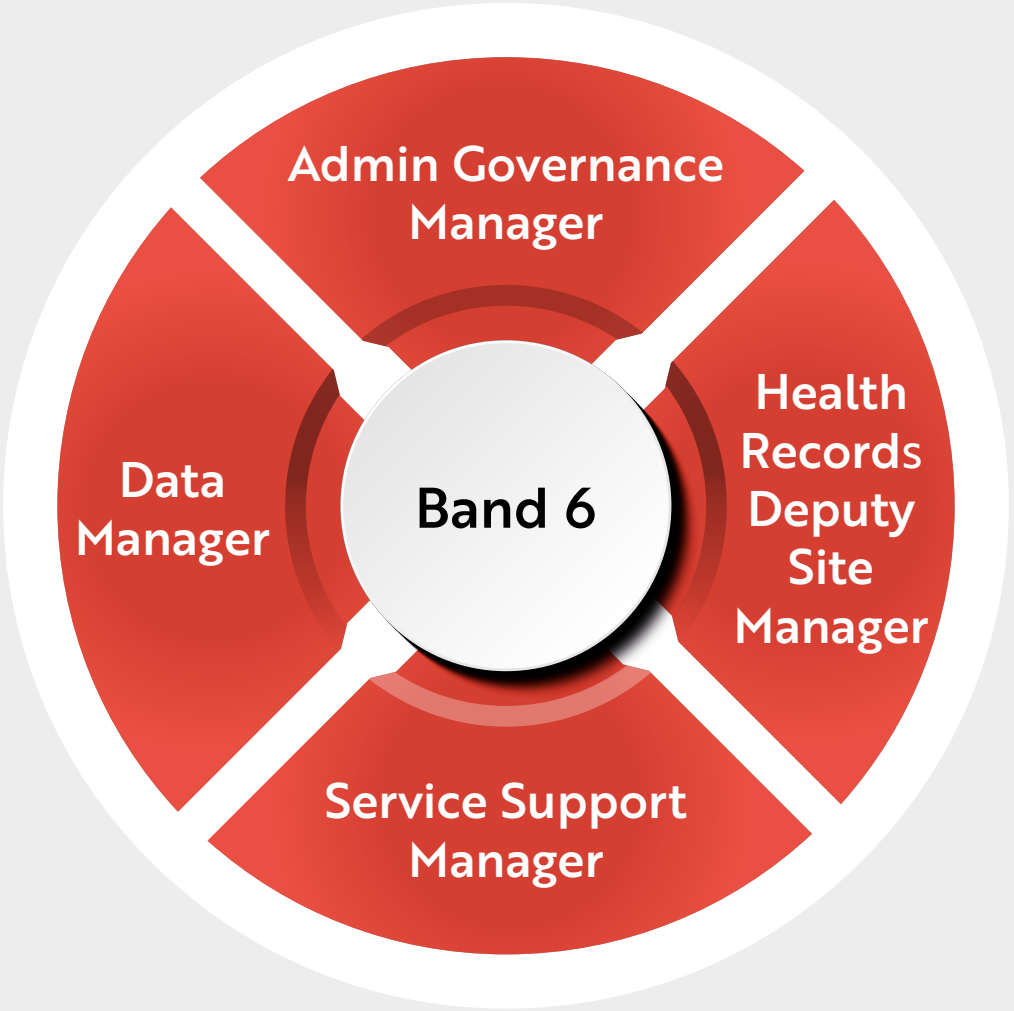
Admin Manager
Job Title
04
Band 5
Waiting List Manager
Health Records Supervisor

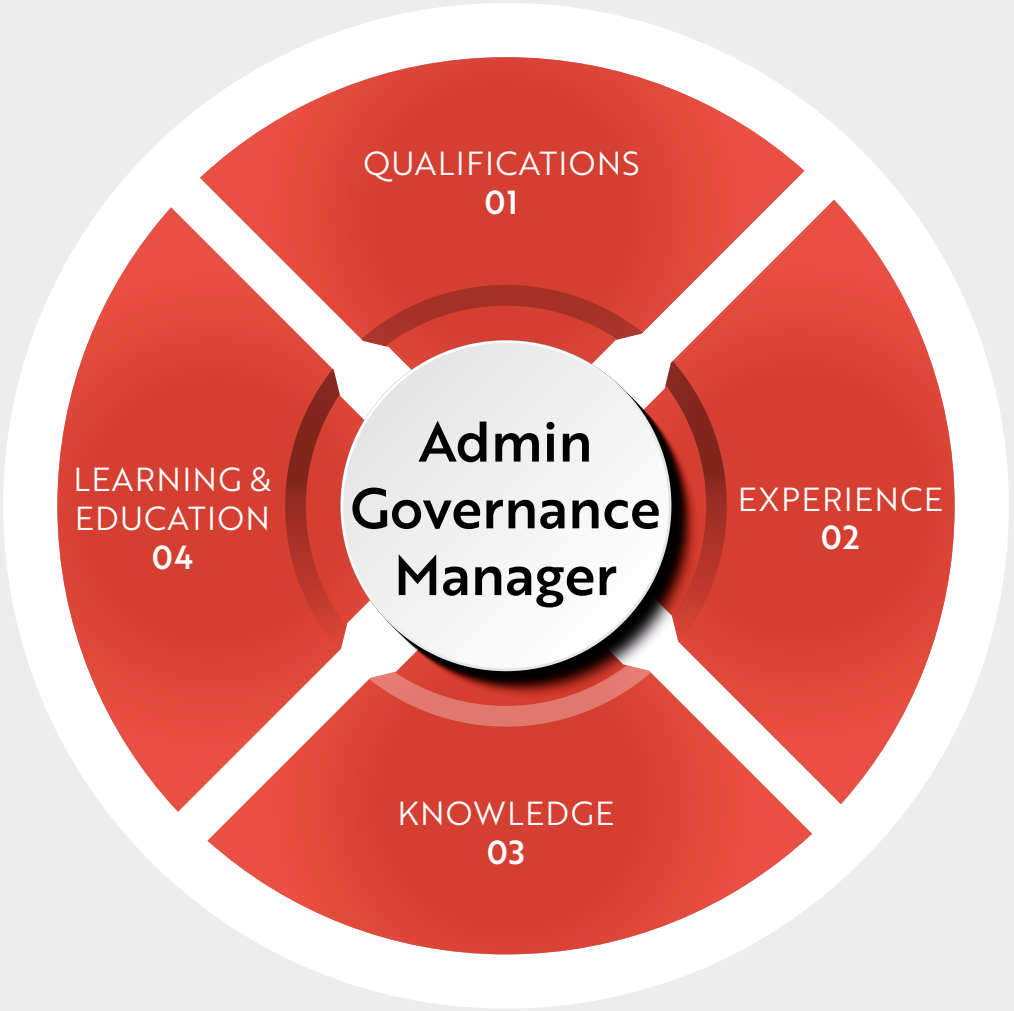

QUALIFICATIONS
01
EXPERIENCE
02
KNOWLEDGE
03
LEARNING & EDUCATION
04
Admin Manager

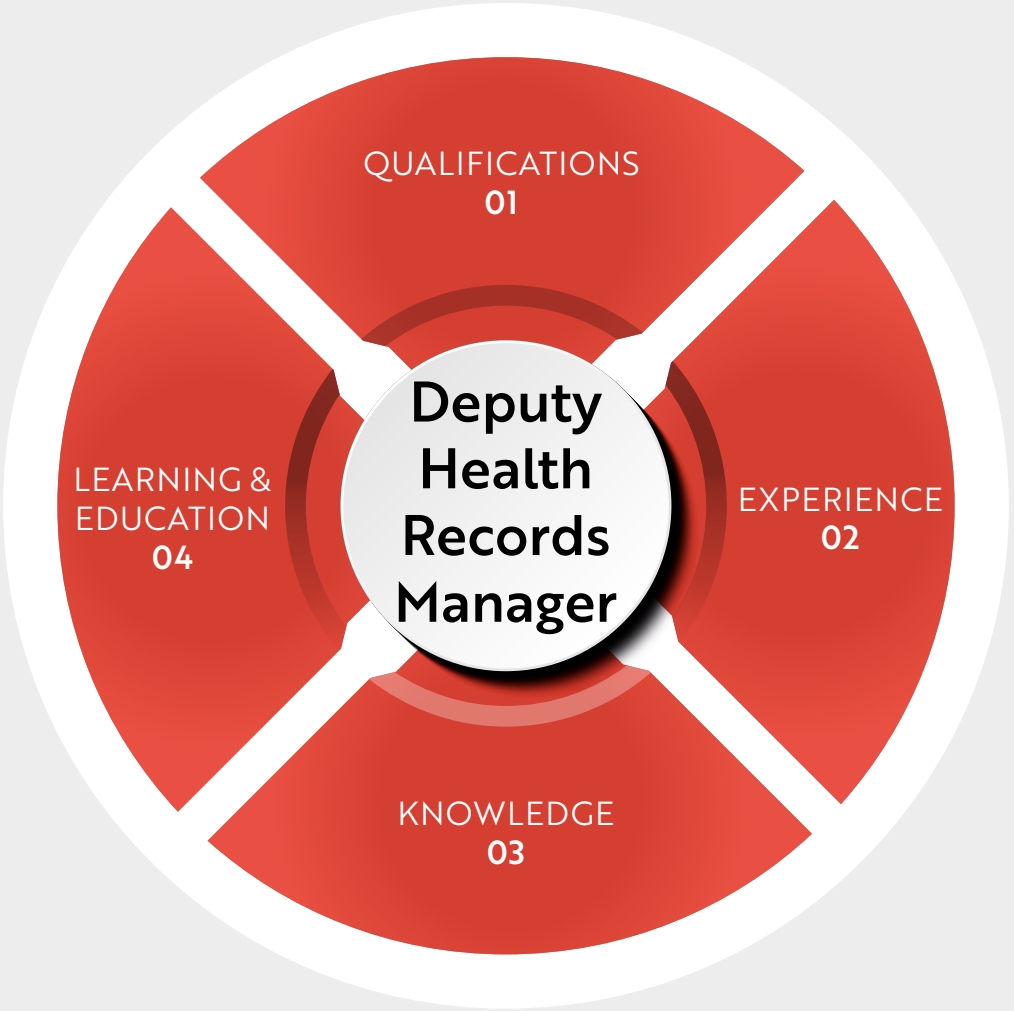
QUALIFICATIONS
01
EXPERIENCE
02
KNOWLEDGE
03
LEARNING & EDUCATION
04
Waiting List Manager

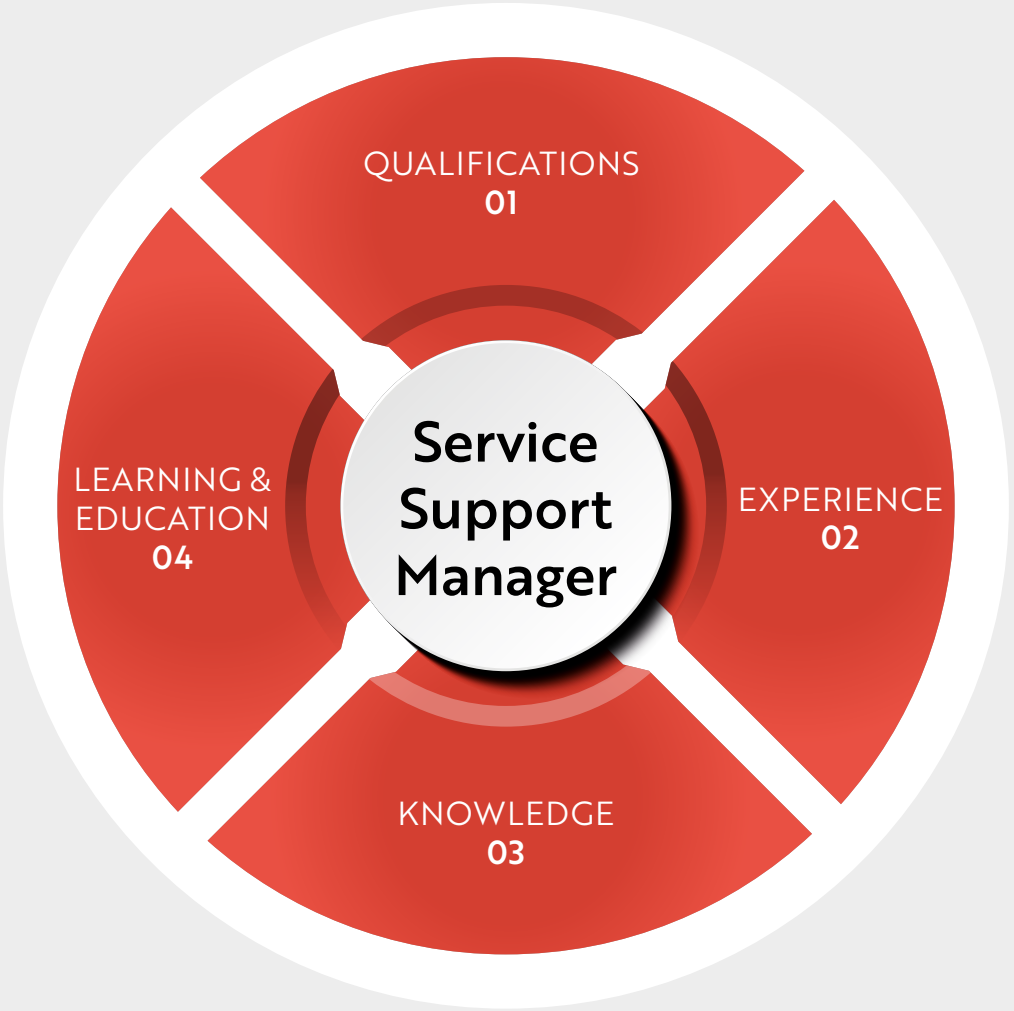

QUALIFICATIONS
01
EXPERIENCE
02
KNOWLEDGE
03
LEARNING & EDUCATION
04
Admin/ Waiting List Manager

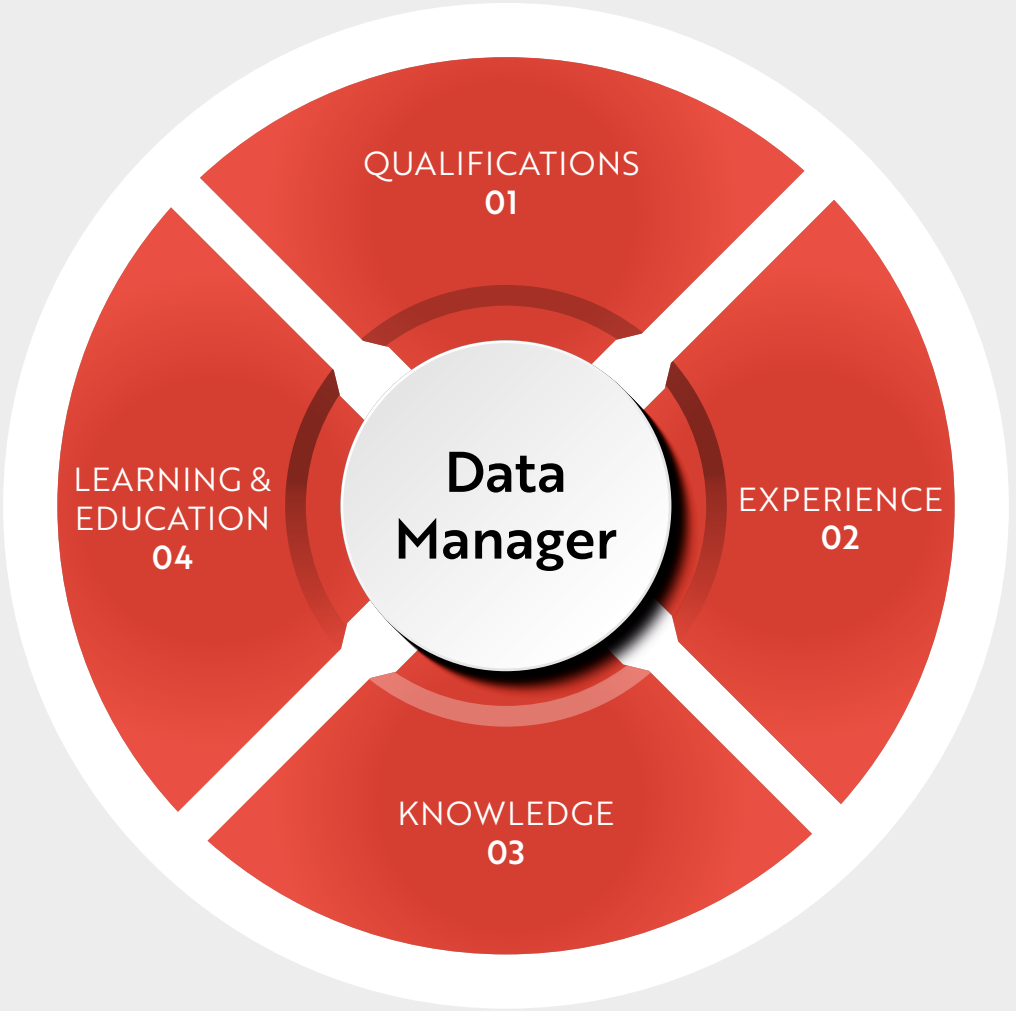
QUALIFICATIONS
01
EXPERIENCE
02
KNOWLEDGE
03
LEARNING & EDUCATION
04
Health Records Supervisor

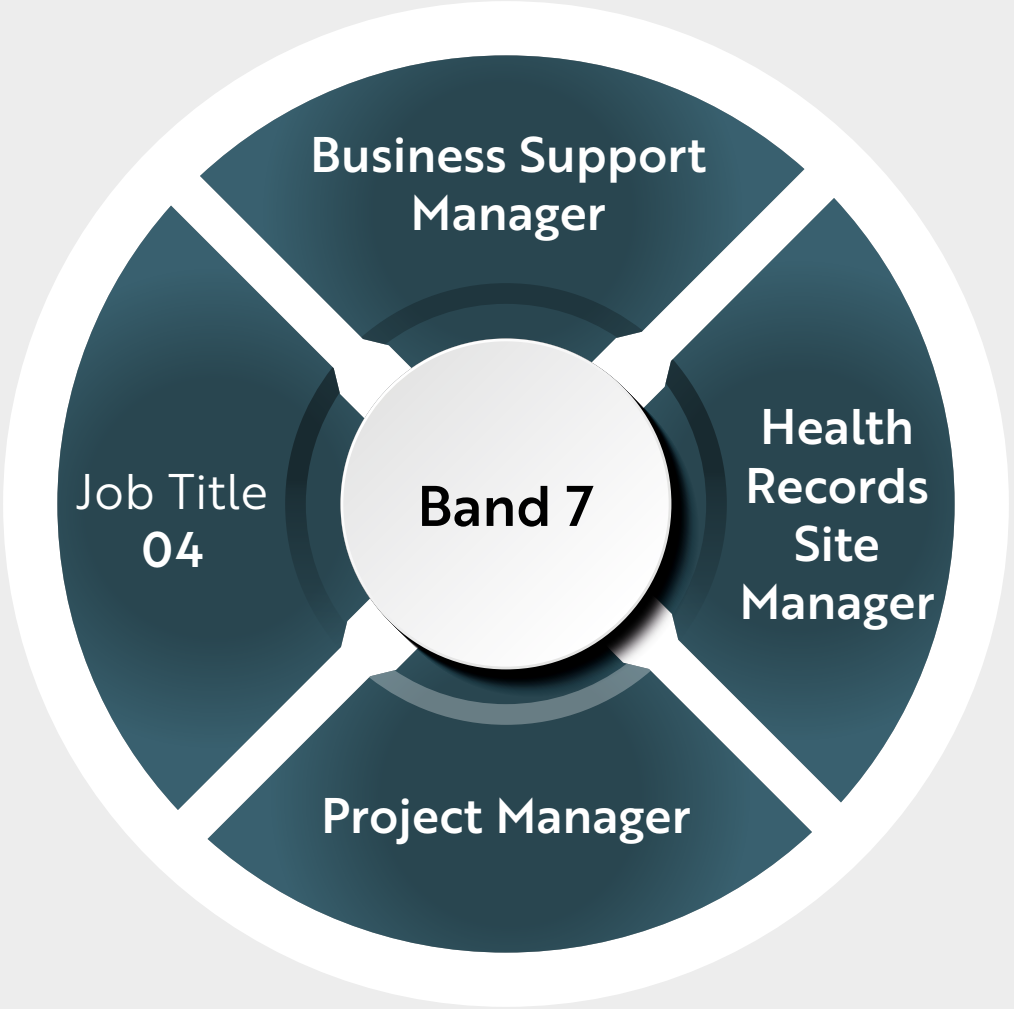

Admin Governance Manager
Health Records Deputy Site Manager
Service Support Manager
Data Manager
Band 6


QUALIFICATIONS
01
EXPERIENCE
02
KNOWLEDGE
03
LEARNING & EDUCATION
04
Admin Governance Manager


QUALIFICATIONS
01
EXPERIENCE
02
KNOWLEDGE
03
LEARNING & EDUCATION
04
Deputy Health Records Manager


QUALIFICATIONS
01
EXPERIENCE
02
KNOWLEDGE
03
LEARNING & EDUCATION
04
Service Support Manager

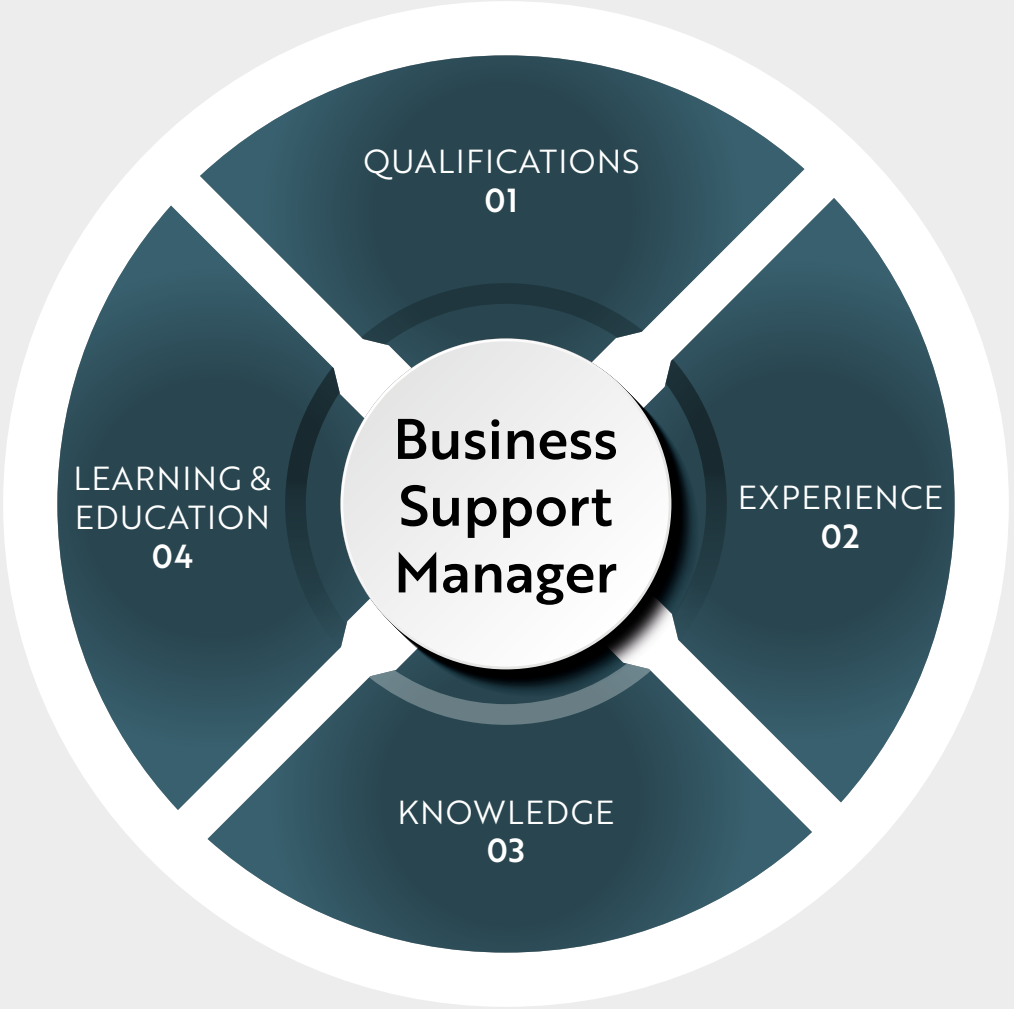

QUALIFICATIONS
01
EXPERIENCE
02
KNOWLEDGE
03
LEARNING & EDUCATION
04
Data Manager


Business Support Manager
Health Records Site Manager
Project Manager
Job Title 04
Band 7

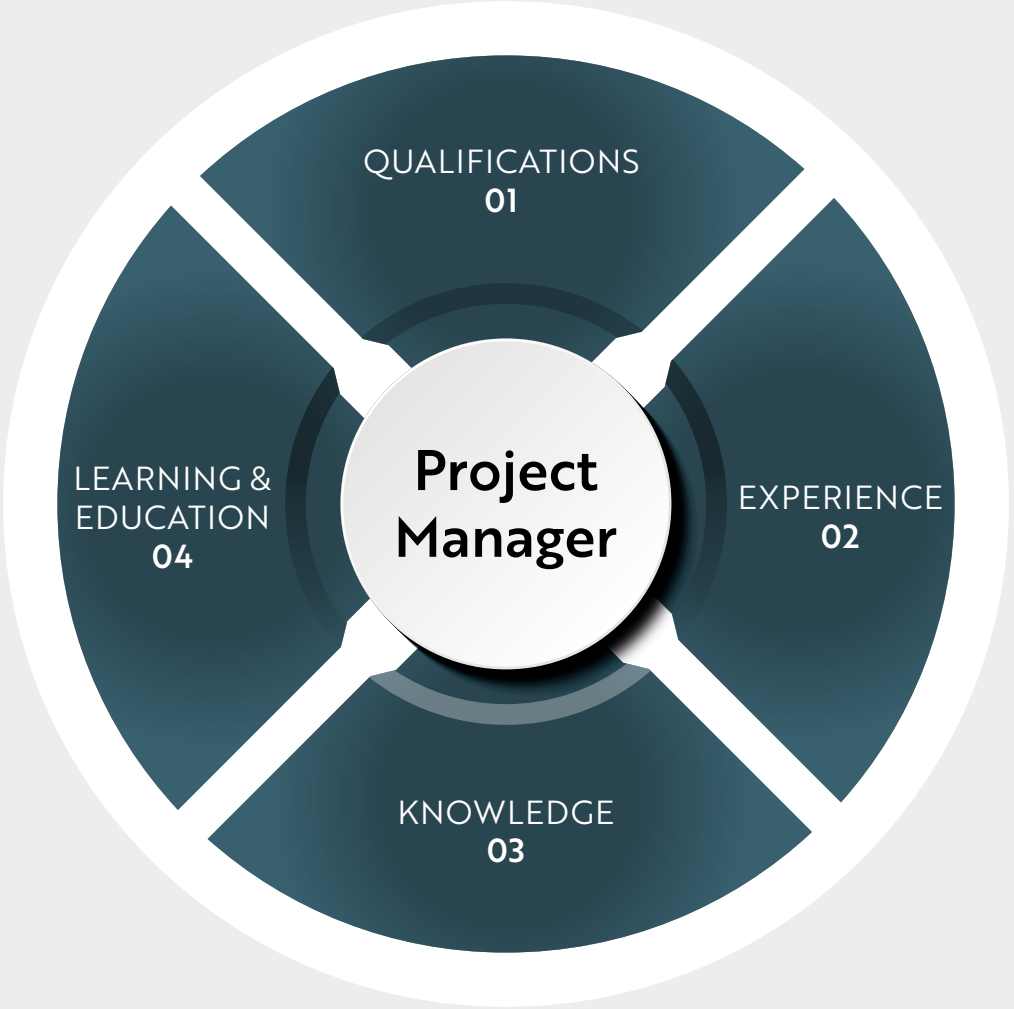
Professional Administration Transformation

NHS Greater Glasgow and Clyde

Main Menu



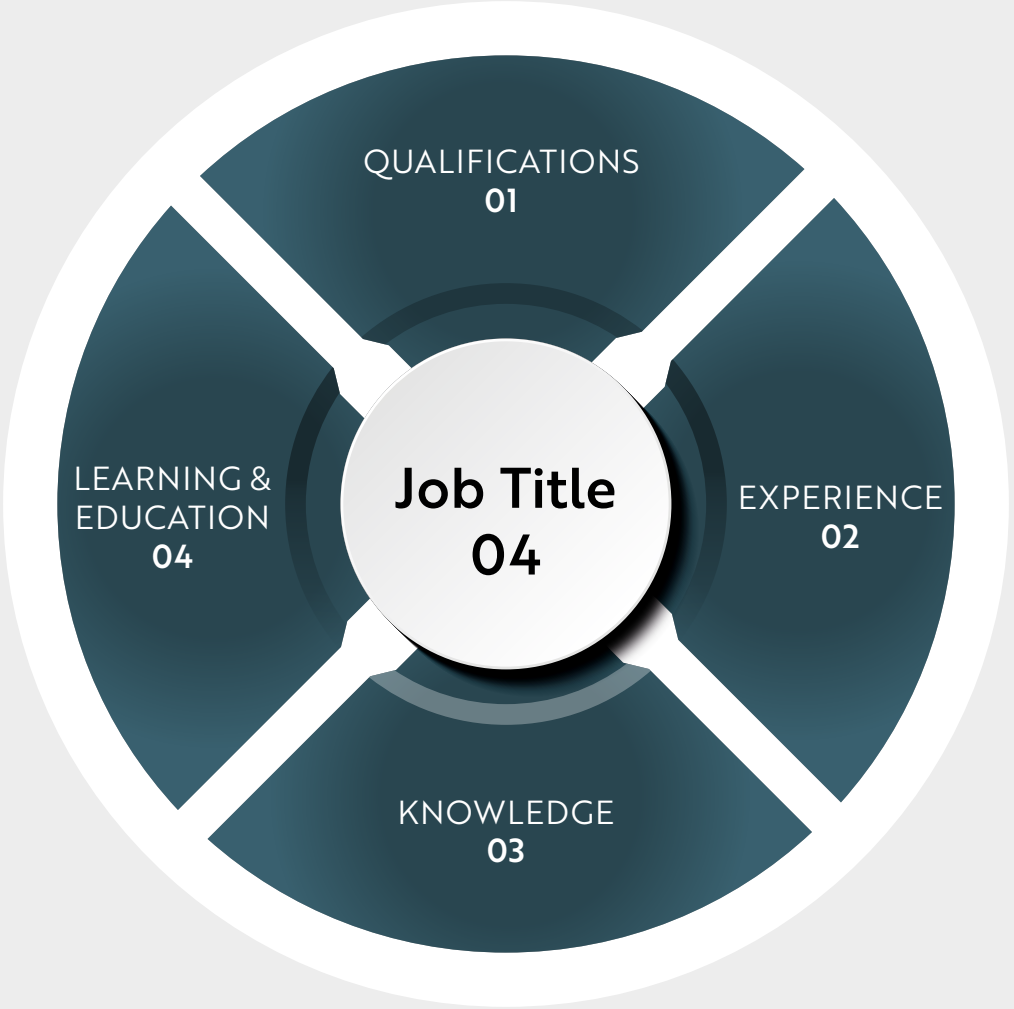
QUALIFICATIONS
01
EXPERIENCE
02
KNOWLEDGE
03
LEARNING & EDUCATION
04
Health Records Manager


QUALIFICATIONS
01
EXPERIENCE
02
KNOWLEDGE
03
LEARNING & EDUCATION
04
Project Manager

Professional Administration Transformation

NHS Greater Glasgow and Clyde

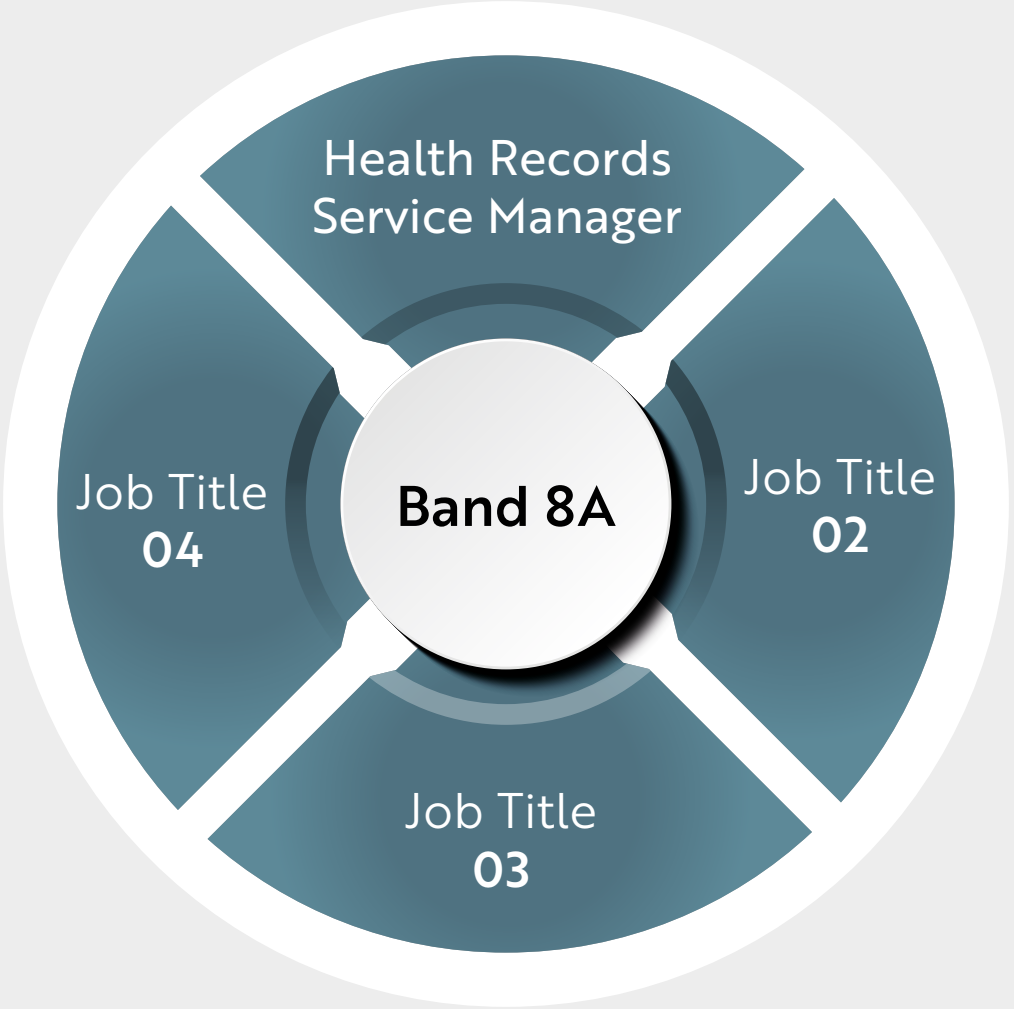
Main Menu

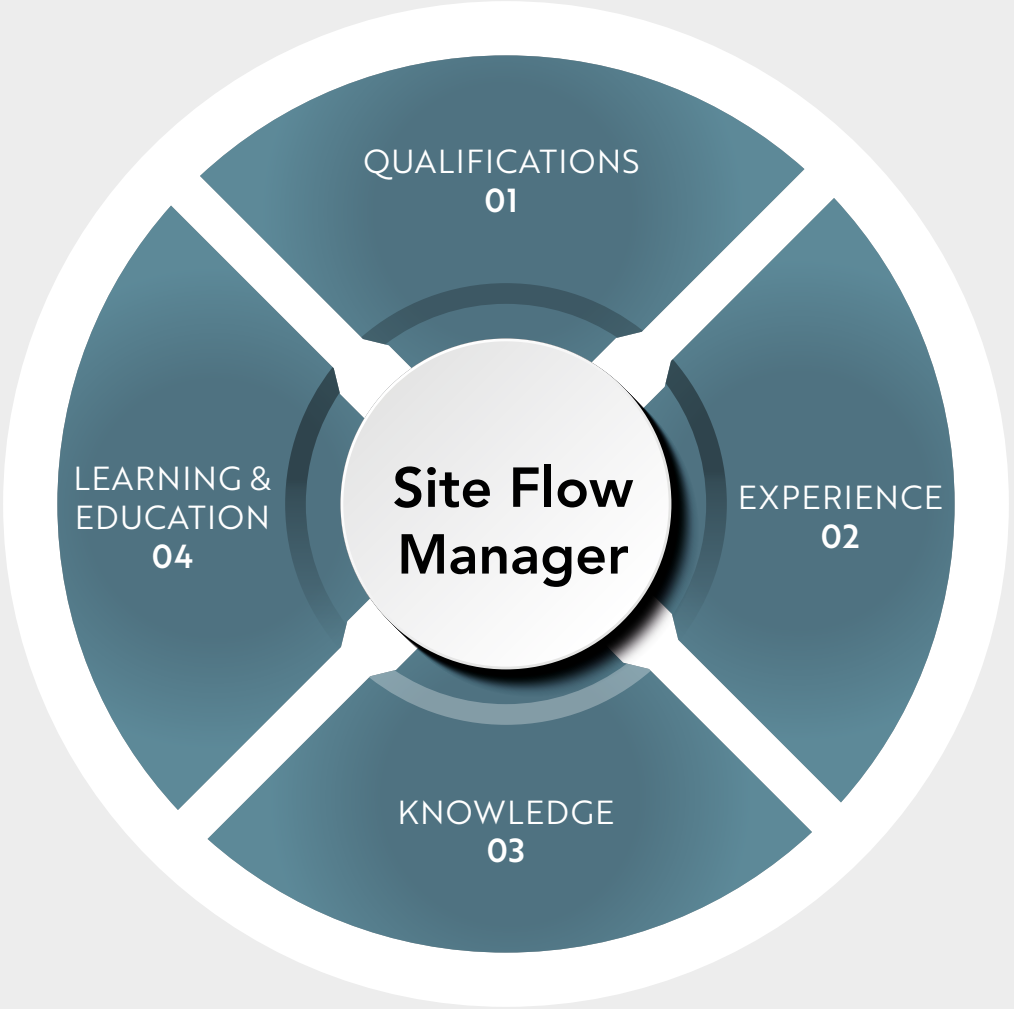


Professional Administration Transformation

NHS Greater Glasgow and Clyde

Main Menu

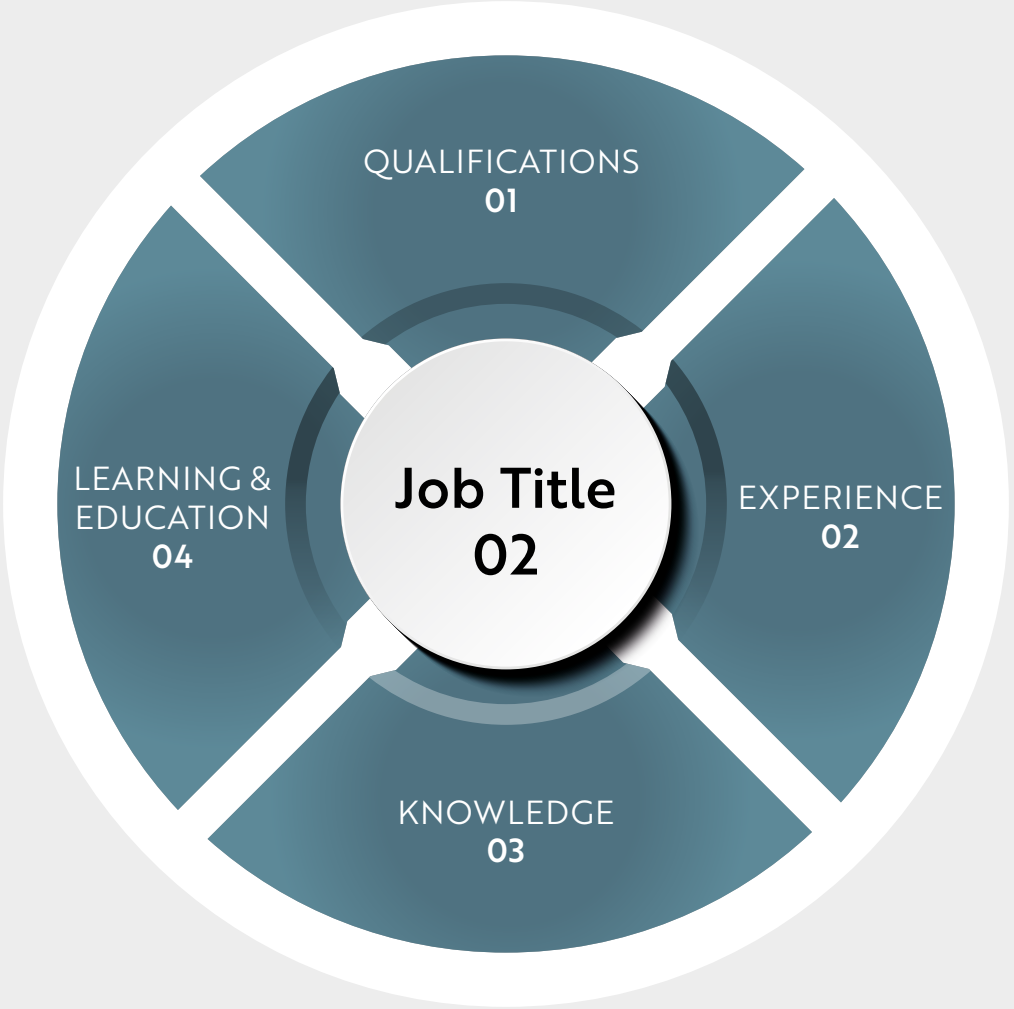



QUALIFICATIONS
01
EXPERIENCE
02
KNOWLEDGE
03
LEARNING & EDUCATION
04
Site Flow Manager

Professional Administration Transformation

NHS Greater Glasgow and Clyde

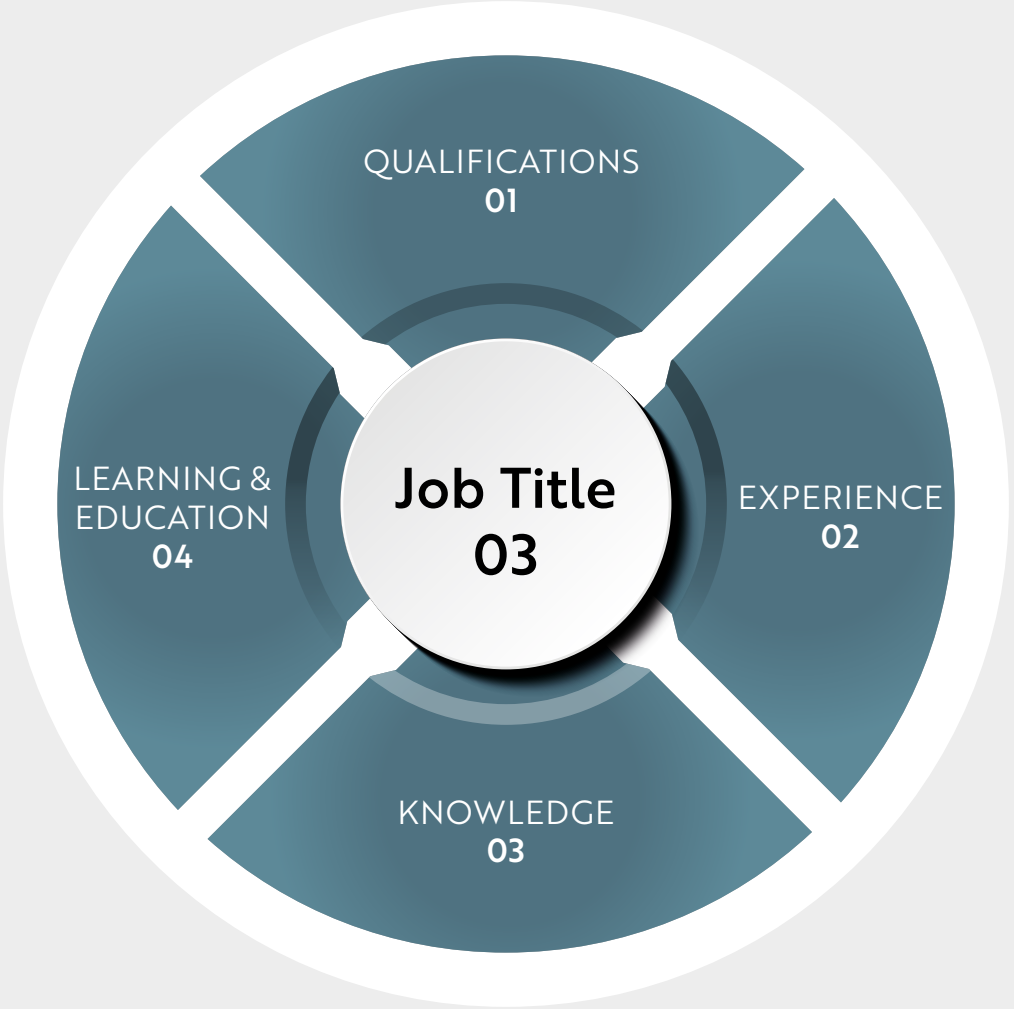
Main Menu



Professional Administration Transformation

NHS Greater Glasgow and Clyde

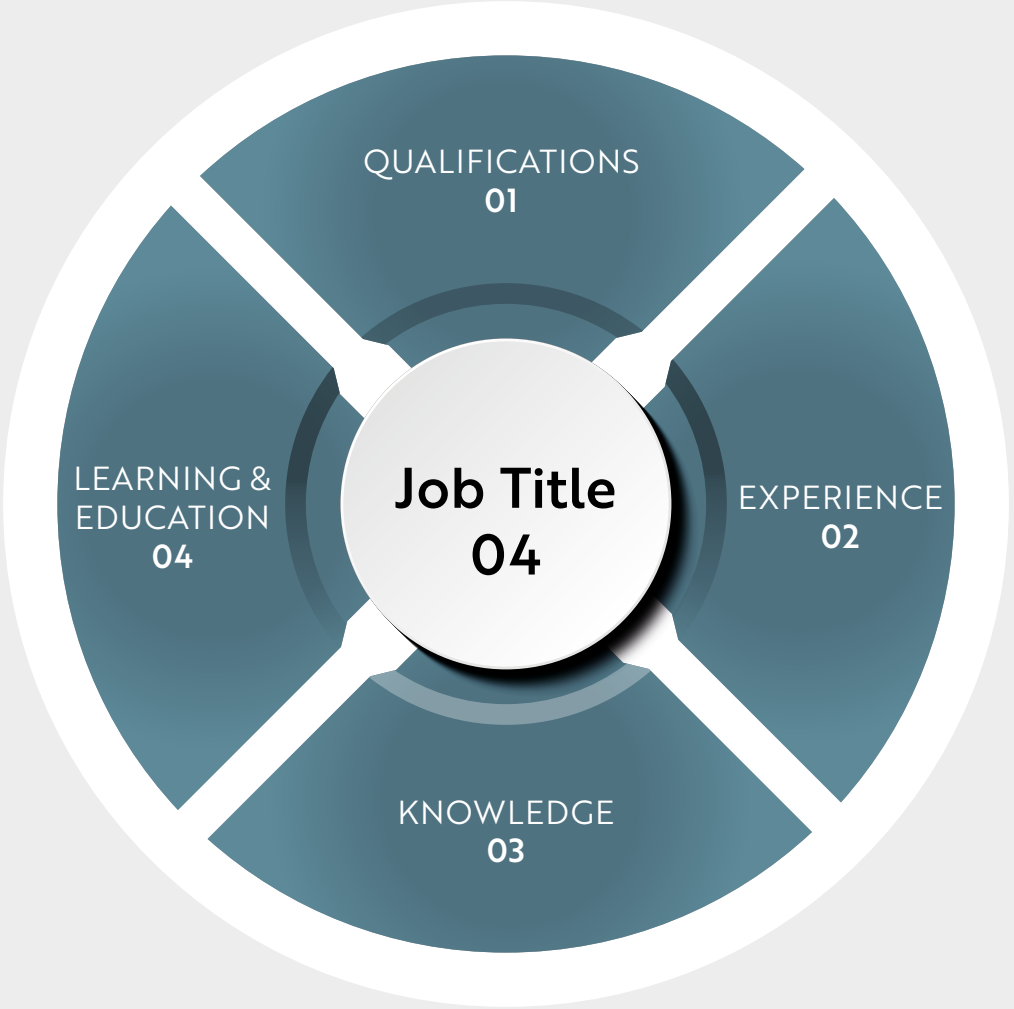
Main Menu



Professional Administration Transformation

NHS Greater Glasgow and Clyde

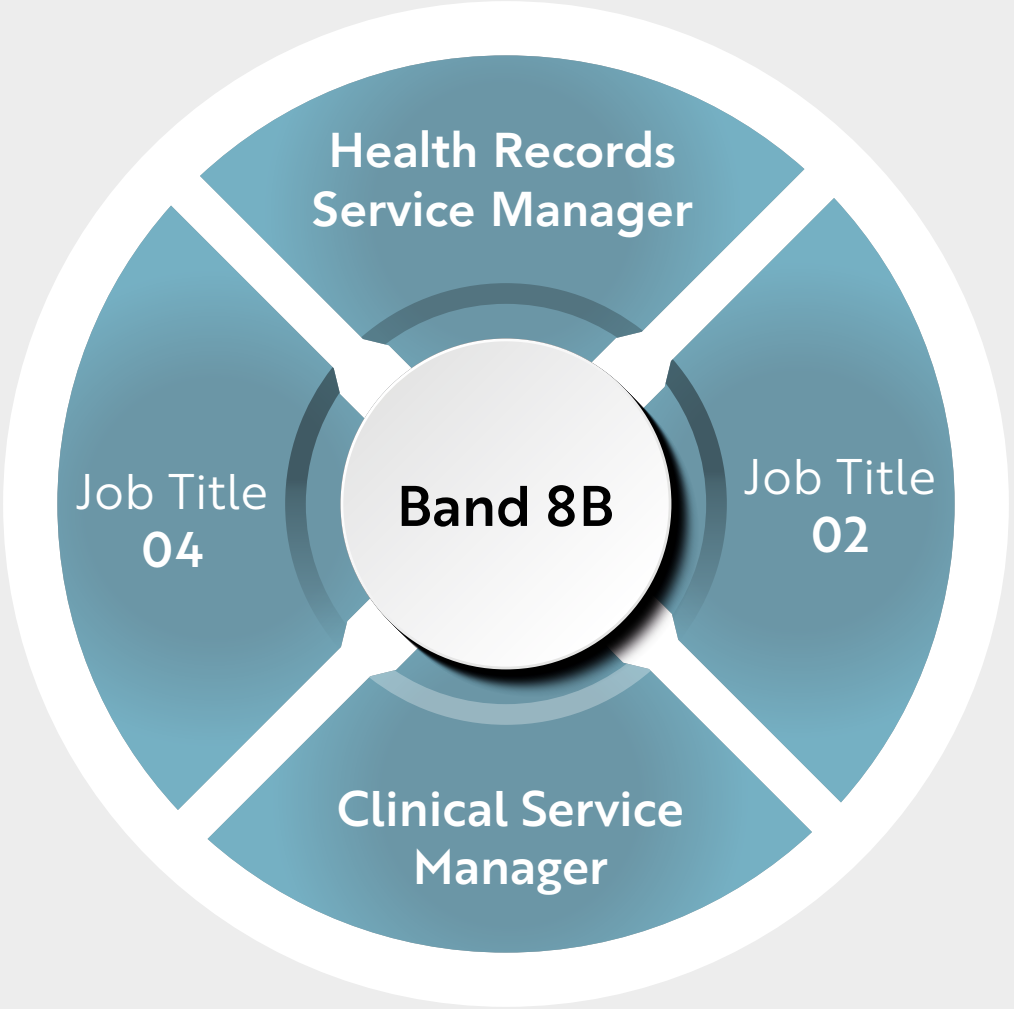
Main Menu



Professional Administration Transformation

NHS Greater Glasgow and Clyde

Main Menu

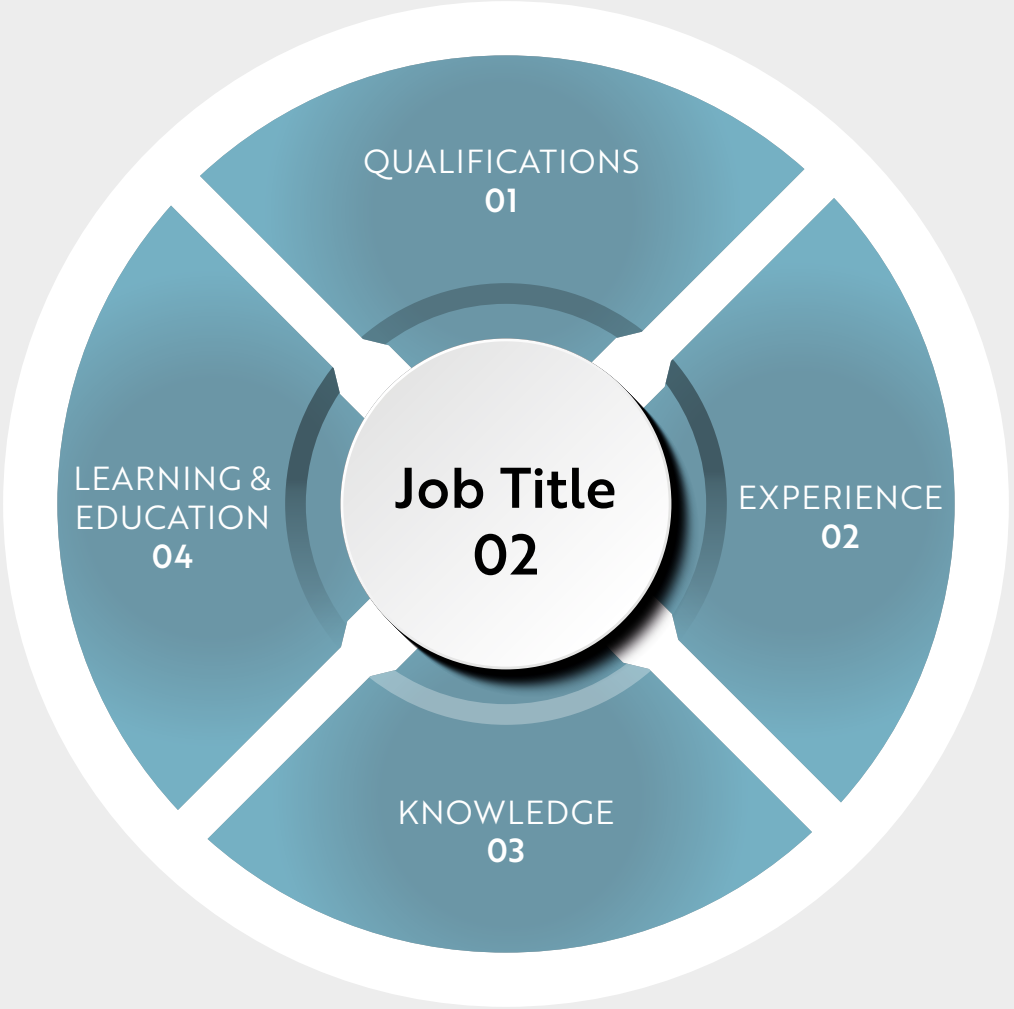


QUALIFICATIONS
01
EXPERIENCE
02
KNOWLEDGE
03
LEARNING & EDUCATION
04
Health Records Service Manager

Professional Administration Transformation

NHS Greater Glasgow and Clyde

Main Menu

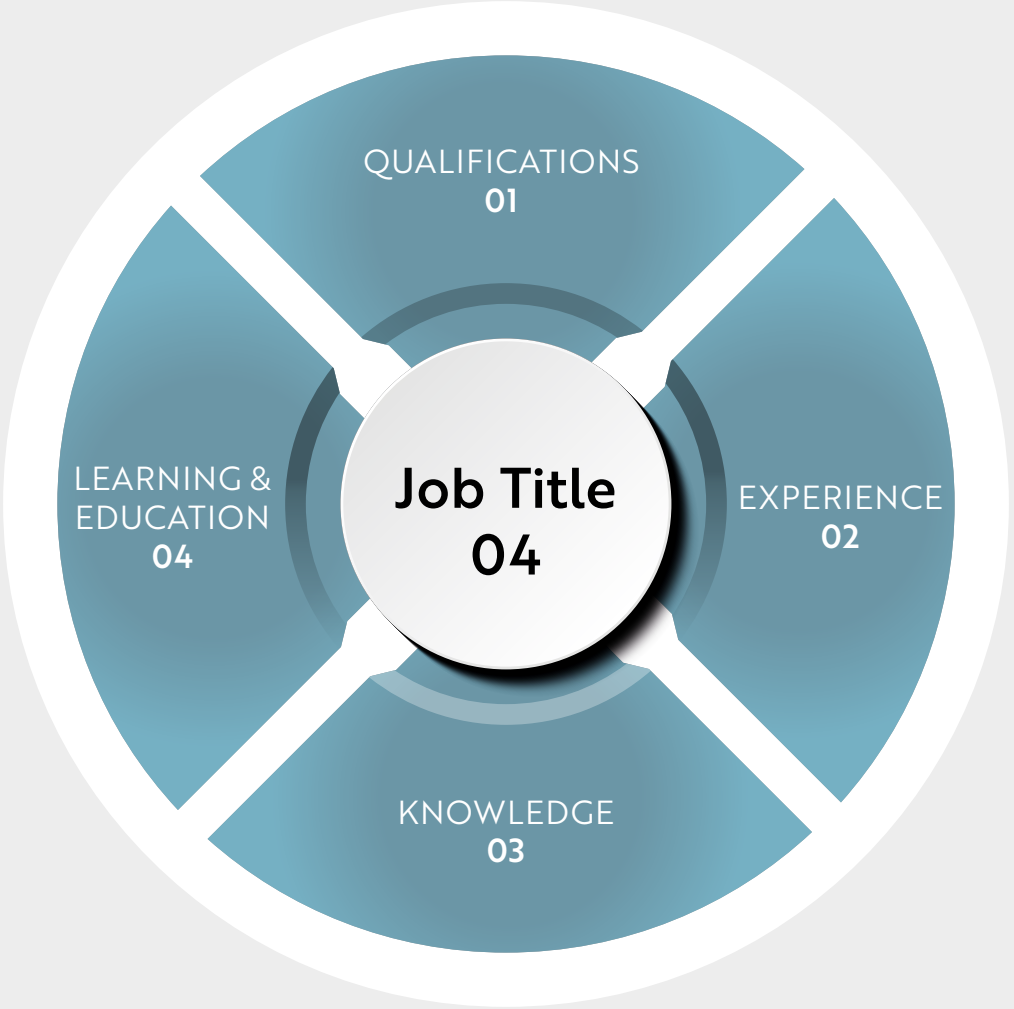


QUALIFICATIONS
01
EXPERIENCE
02
KNOWLEDGE
03
LEARNING & EDUCATION
04
Clinical Service Manager

Professional Administration Transformation

NHS Greater Glasgow and Clyde

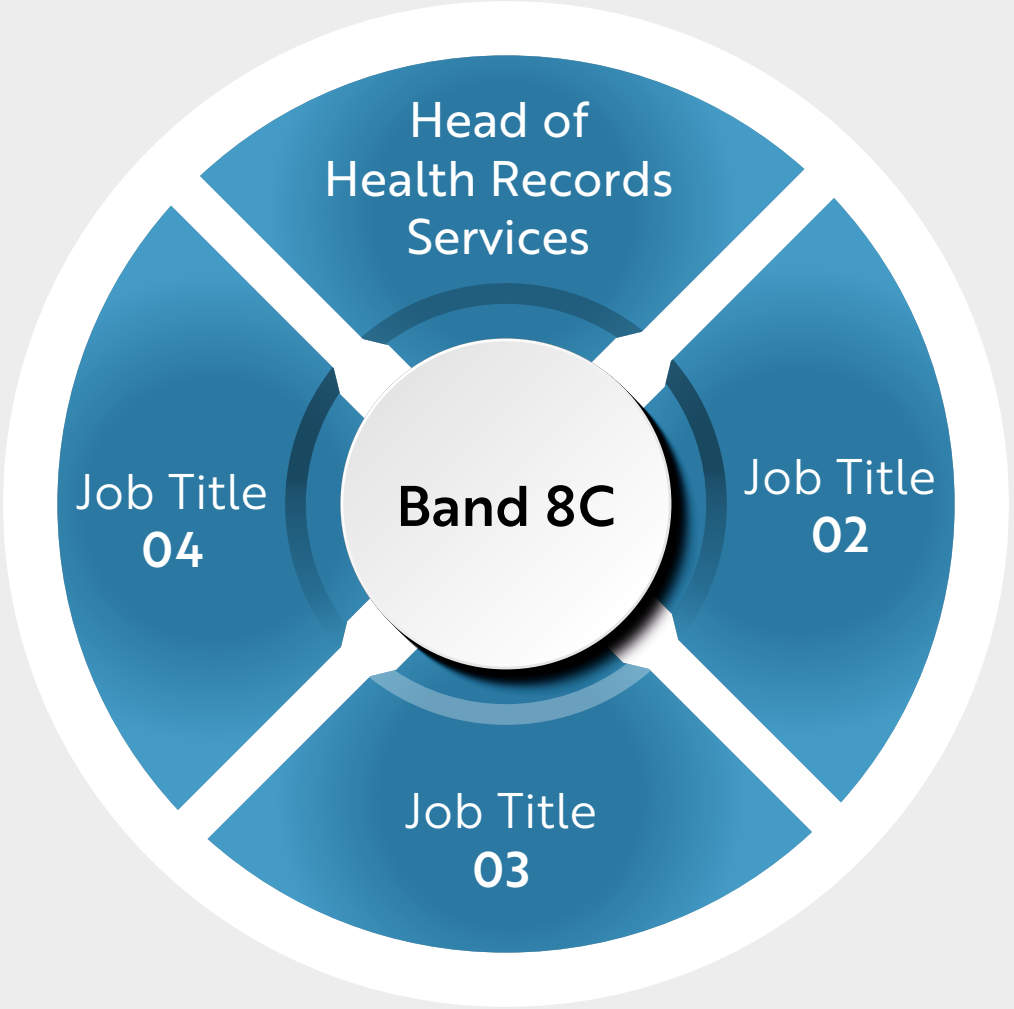
Main Menu



Professional Administration Transformation

NHS Greater Glasgow and Clyde

Main Menu



Professional Administration Transformation

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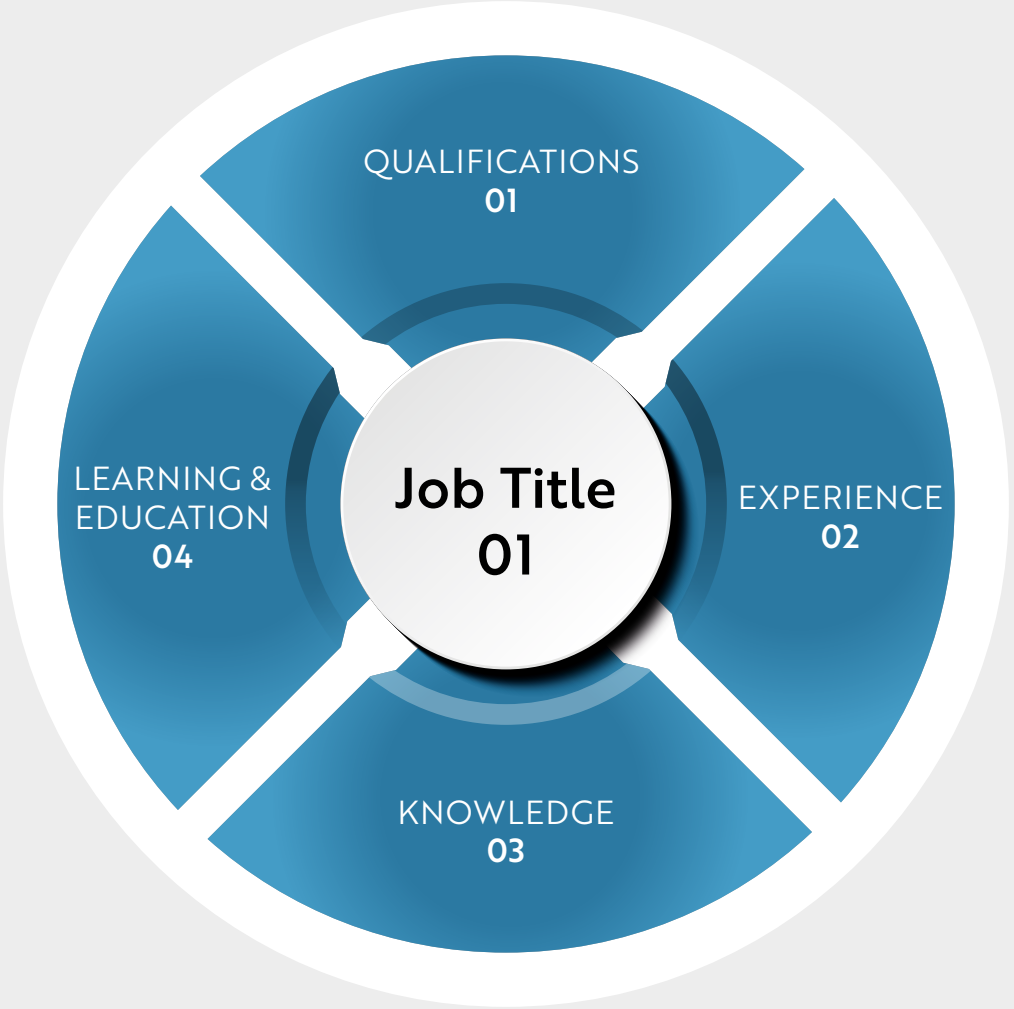
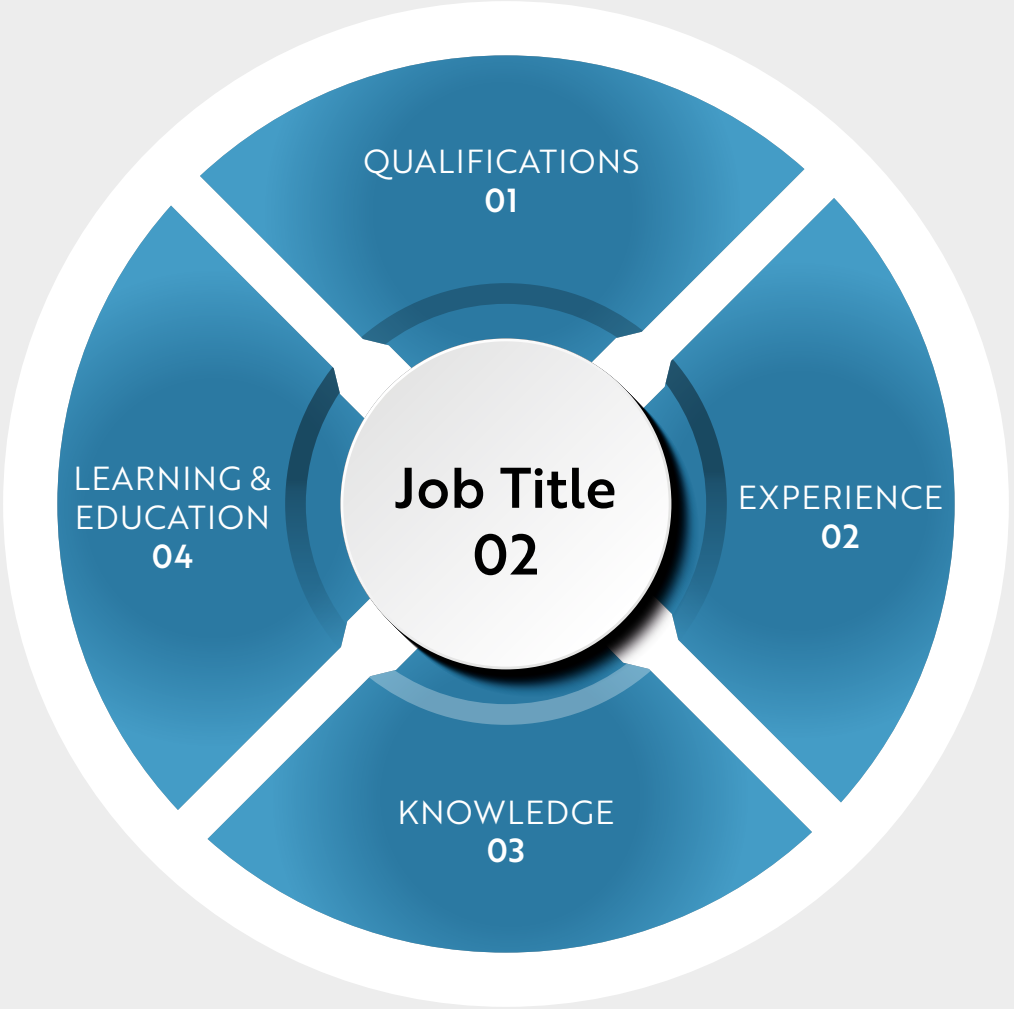
Main Menu

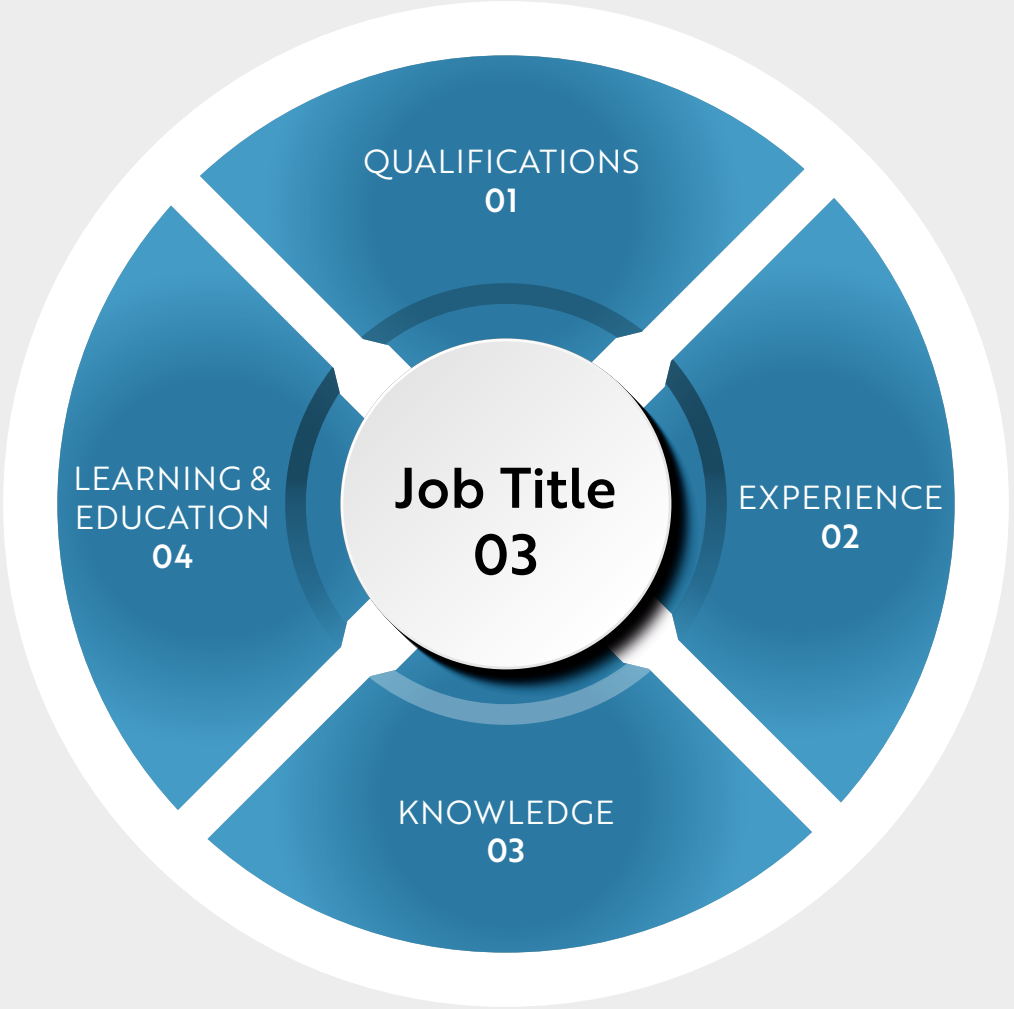



QUALIFICATIONS
01
EXPERIENCE
02
KNOWLEDGE
03
LEARNING & EDUCATION
04
Job Title
02

Professional Administration Transformation

NHS Greater Glasgow and Clyde

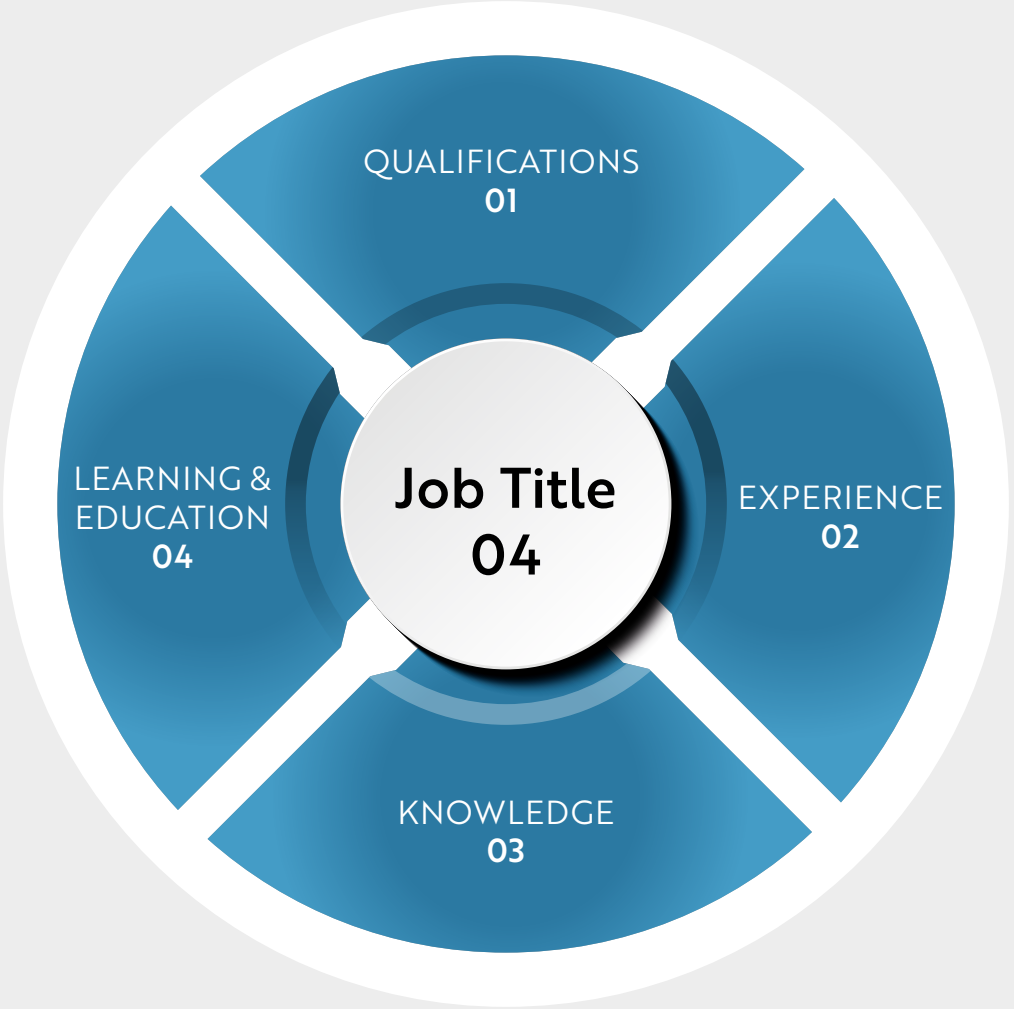
Main Menu



Professional Administration Transformation

NHS Greater Glasgow and Clyde

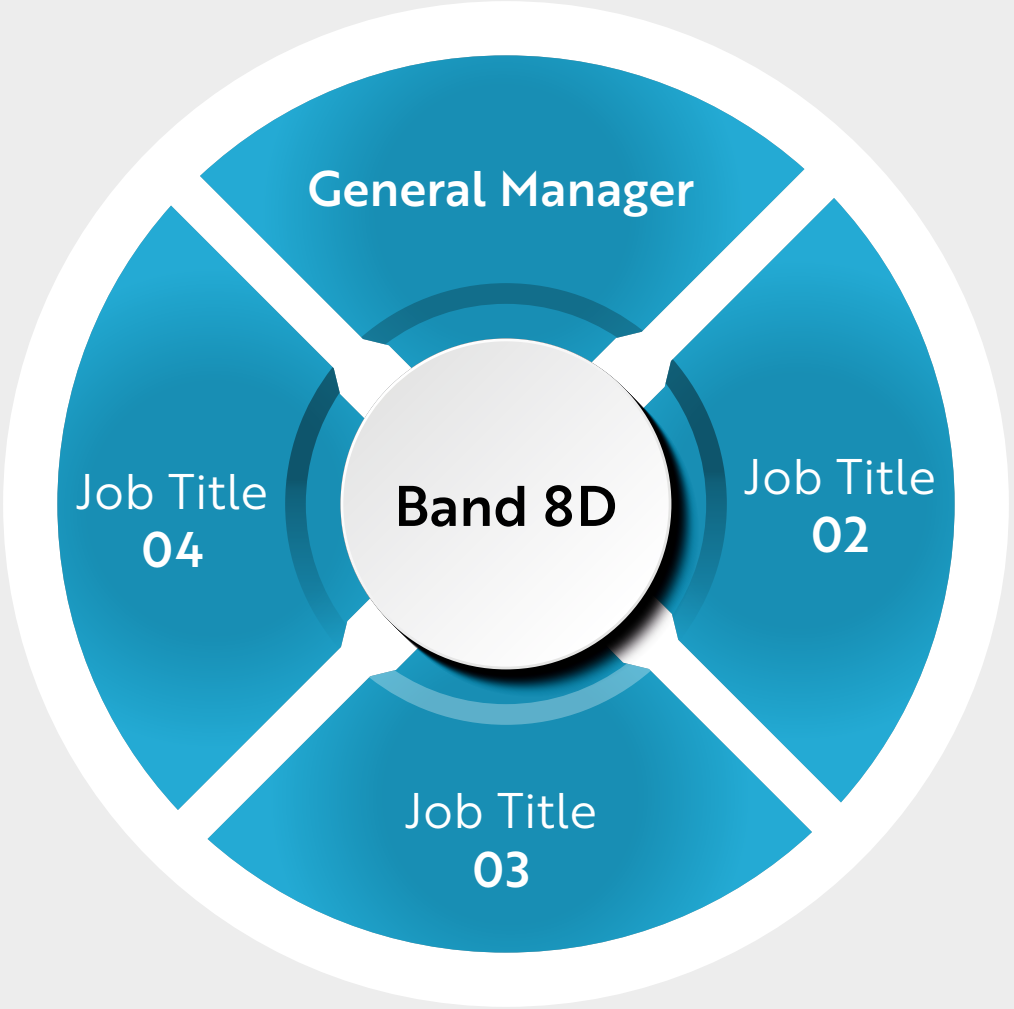
Main Menu

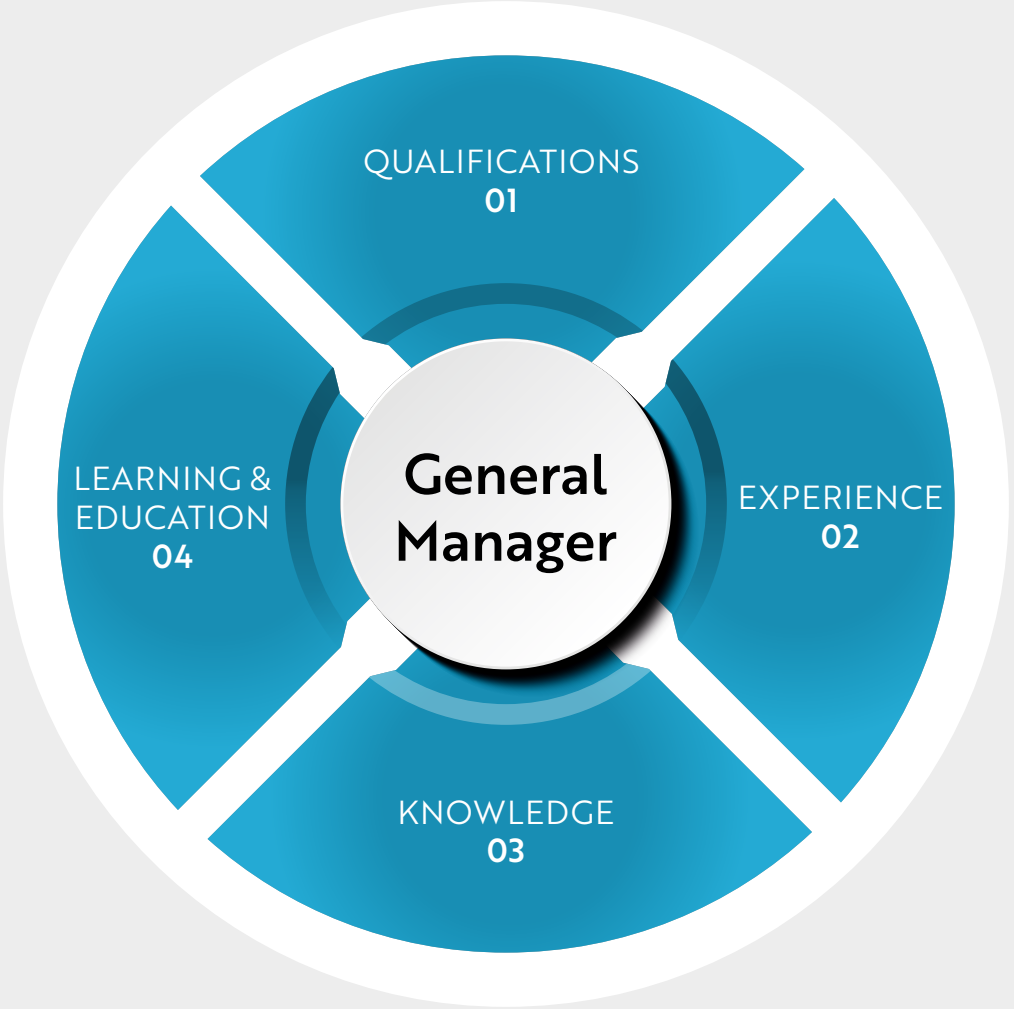


Professional Administration Transformation

NHS Greater Glasgow and Clyde

Main Menu

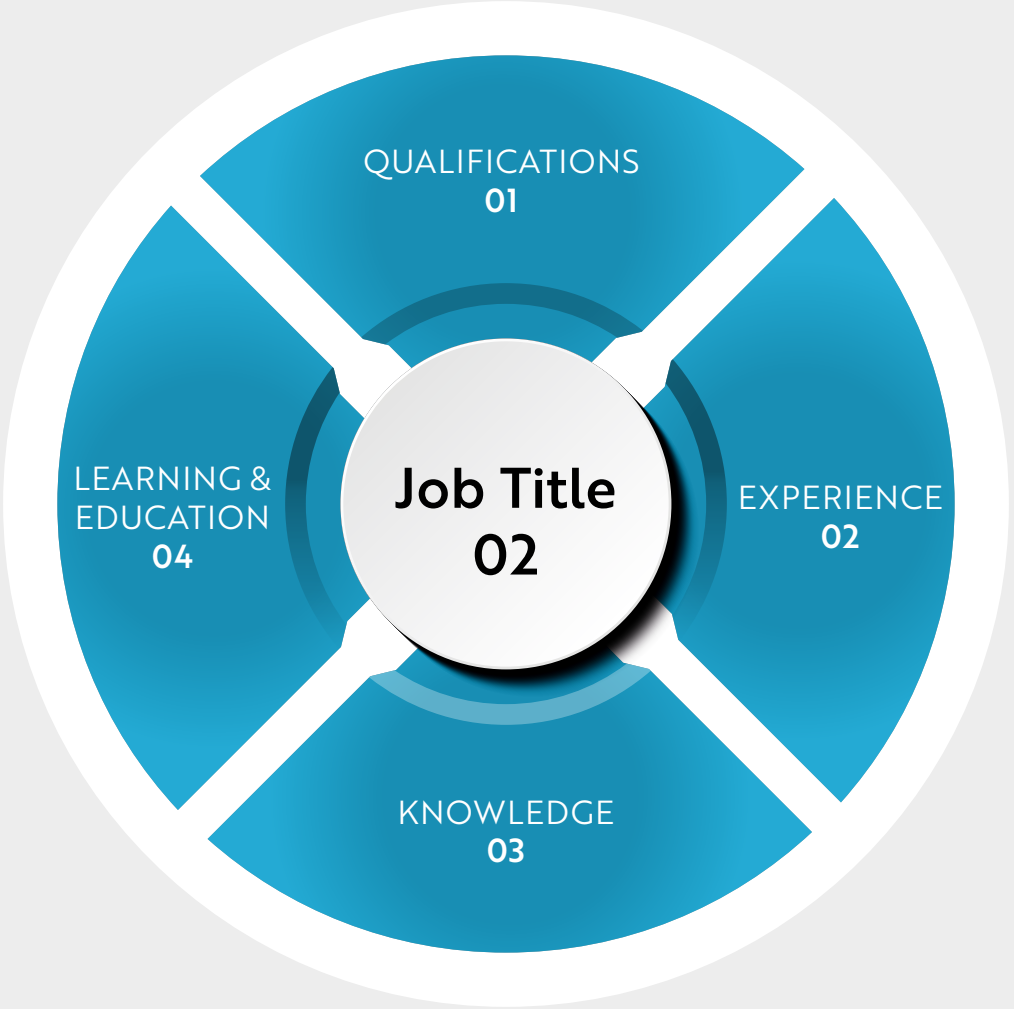



QUALIFICATIONS
01
EXPERIENCE
02
KNOWLEDGE
03
LEARNING & EDUCATION
04
General Manager

Professional Administration Transformation

NHS Greater Glasgow and Clyde

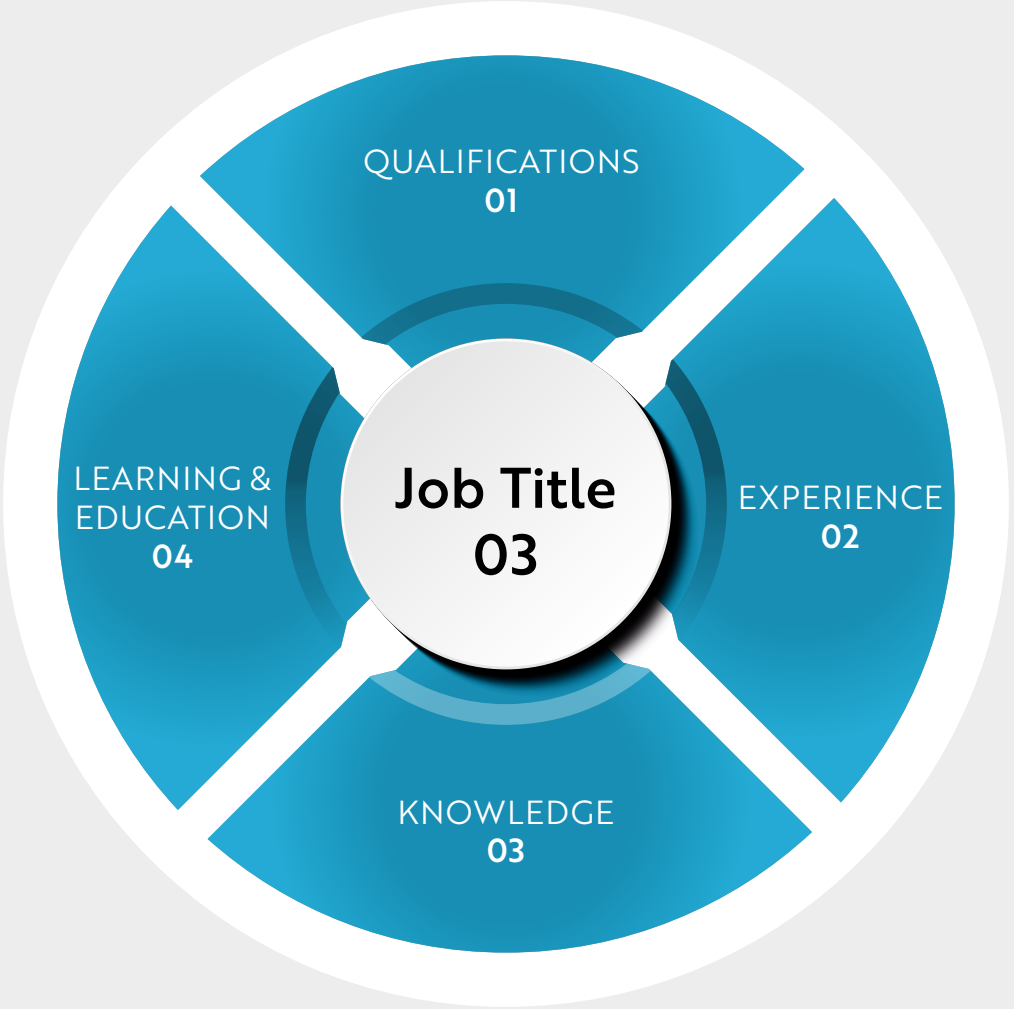
Main Menu



Professional Administration Transformation

NHS Greater Glasgow and Clyde

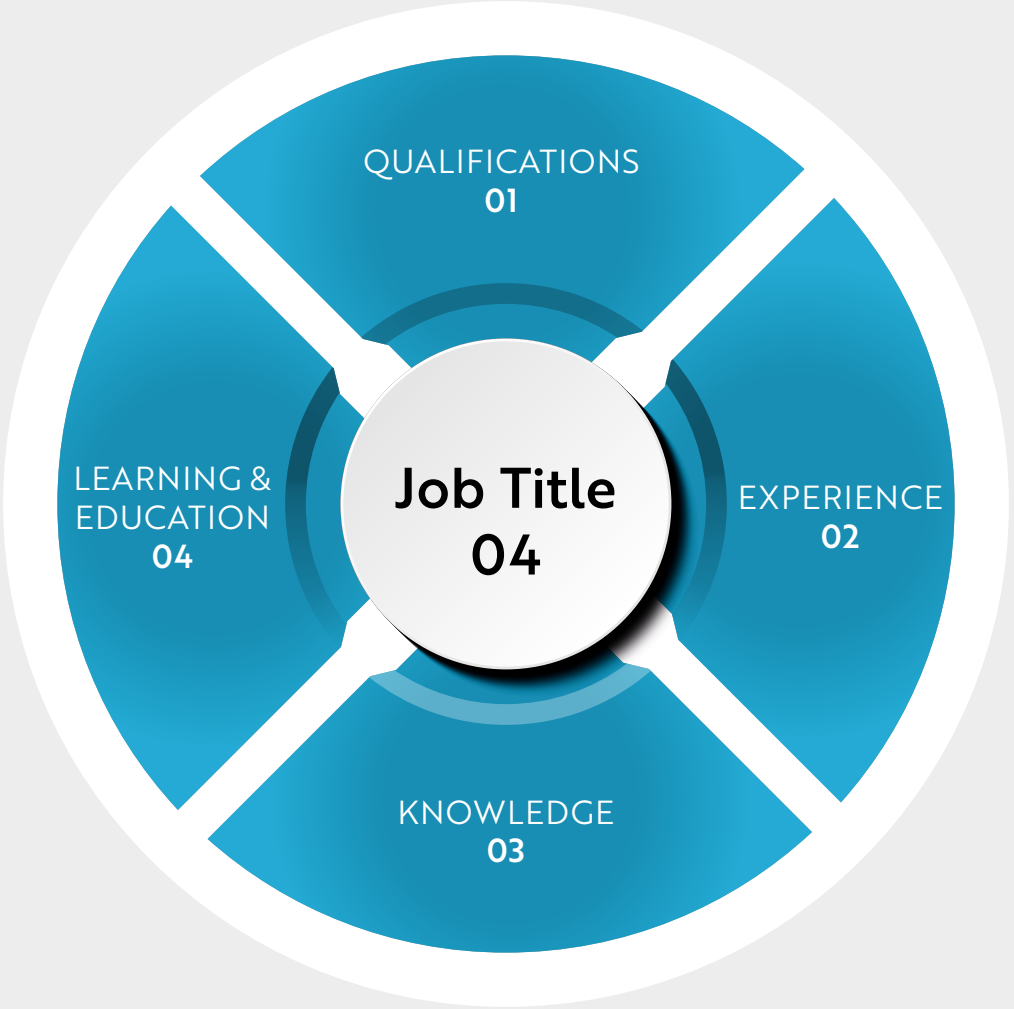
Main Menu



Professional Administration Transformation

NHS Greater Glasgow and Clyde

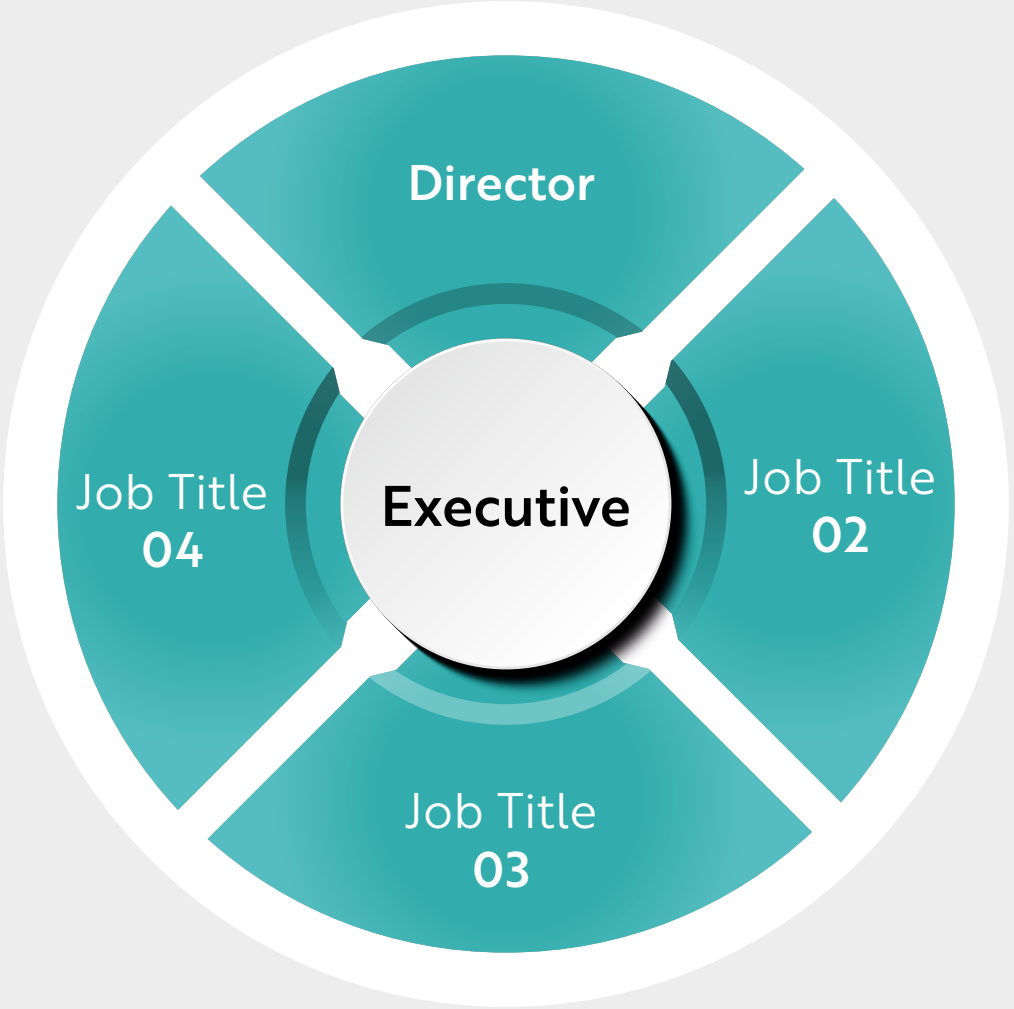
Main Menu

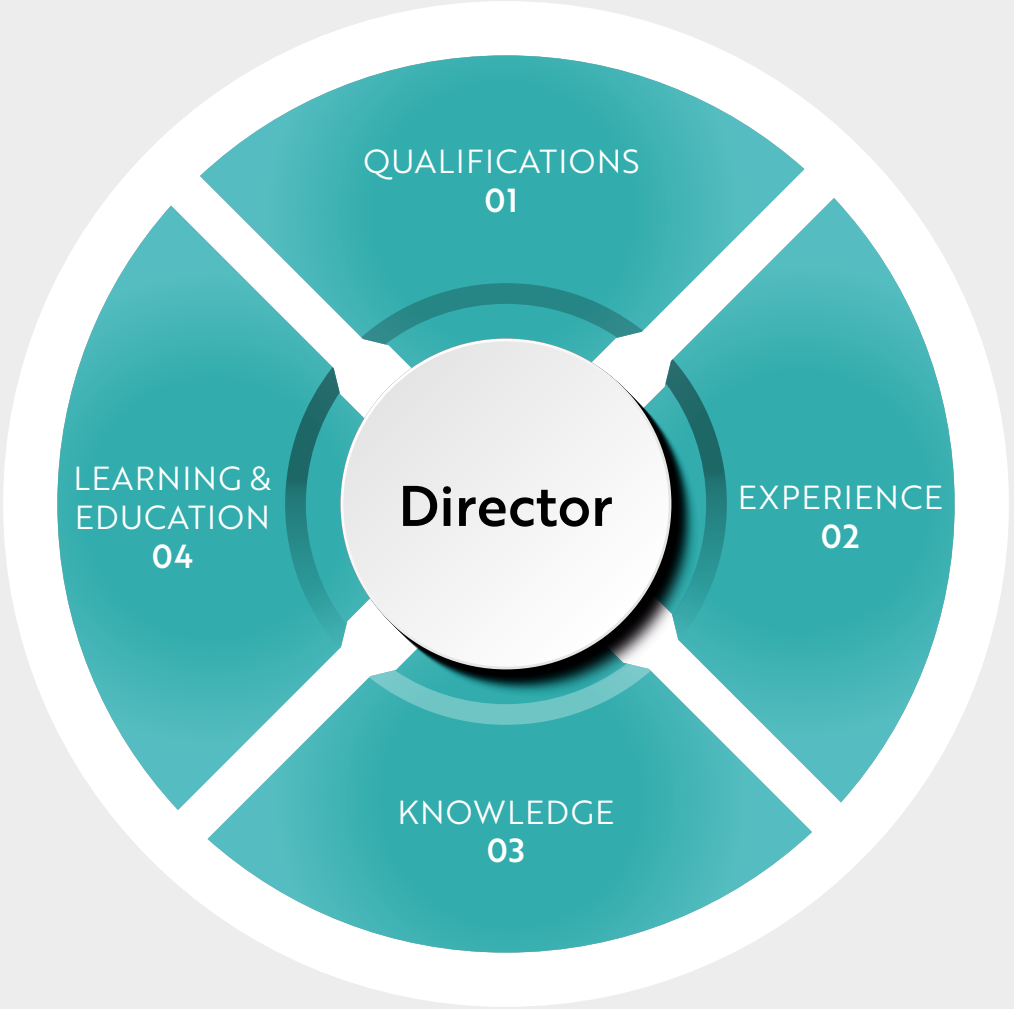


Professional Administration Transformation

NHS Greater Glasgow and Clyde

Main Menu

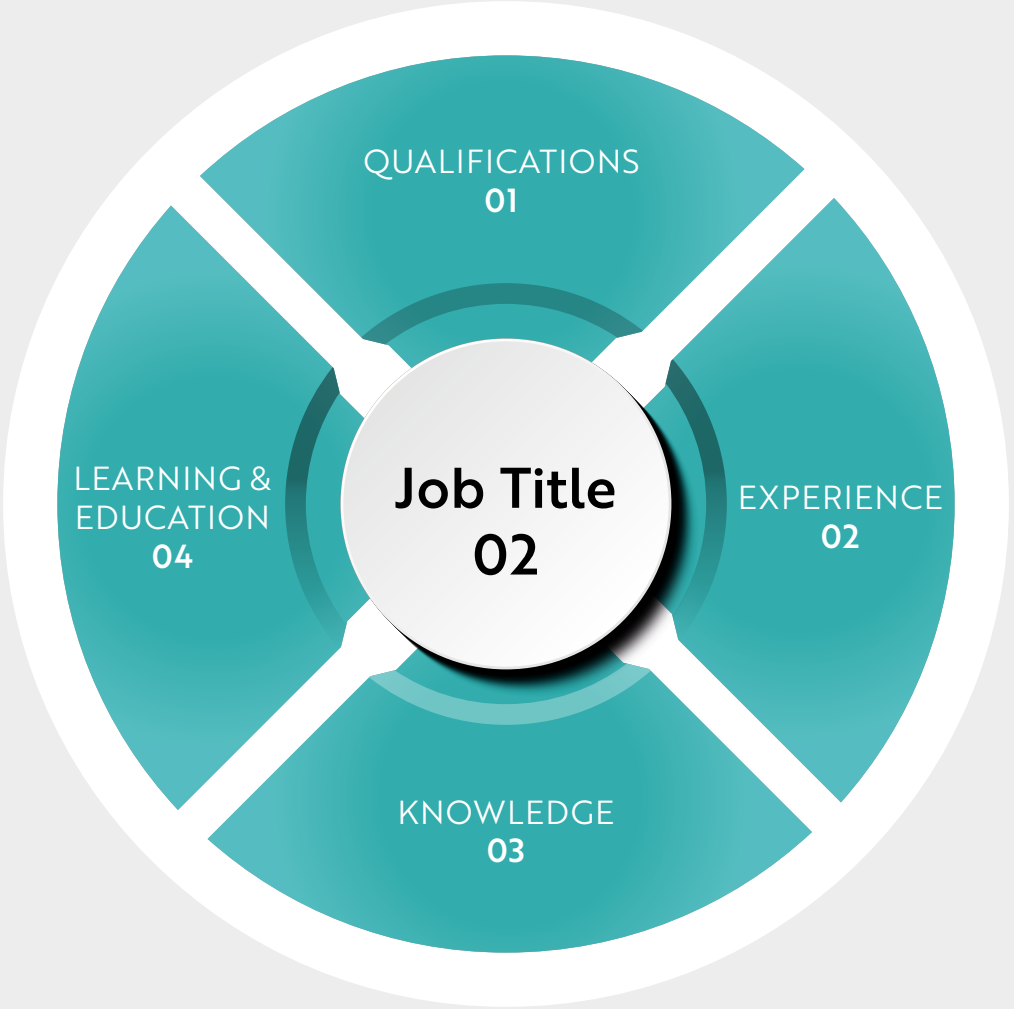



QUALIFICATIONS
01
EXPERIENCE
02
KNOWLEDGE
03
LEARNING &
EDUCATION
04
Director

Professional Administration Transformation

NHS Greater Glasgow and Clyde

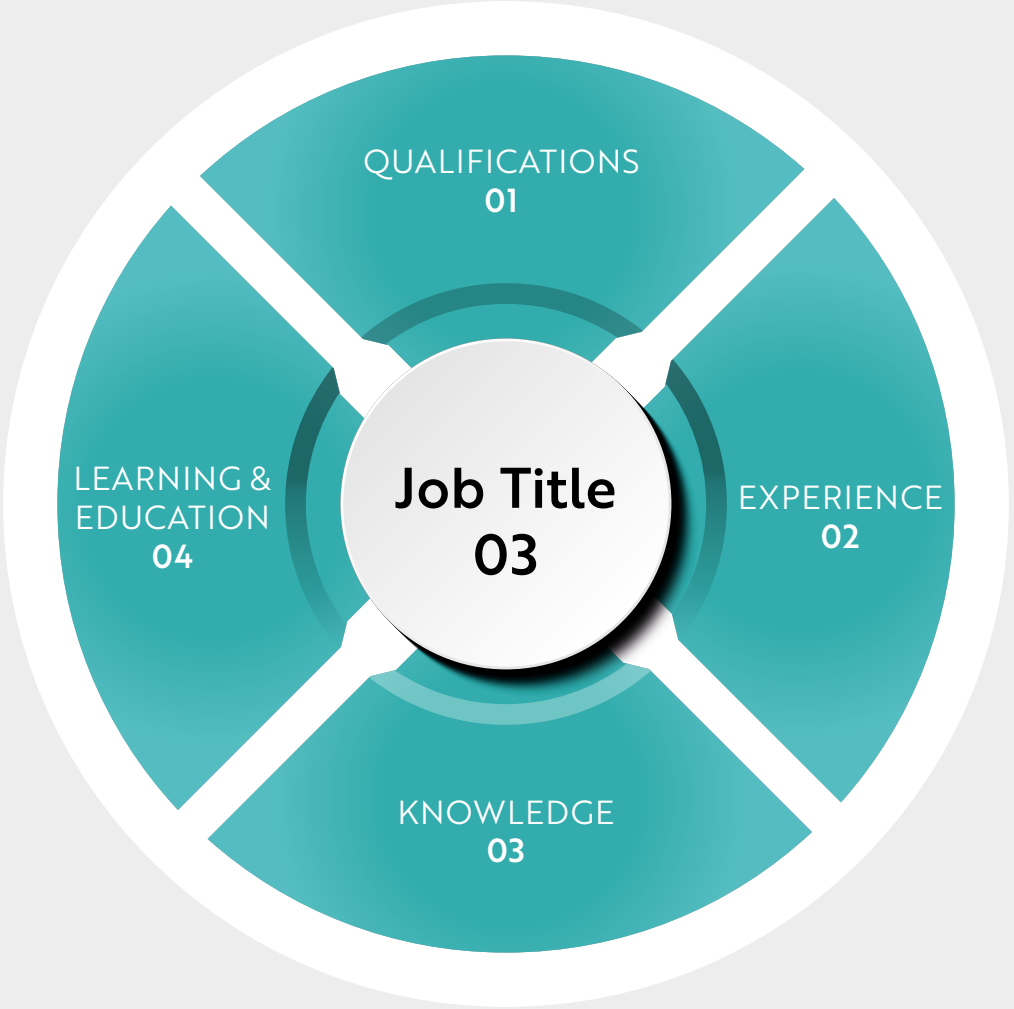
Main Menu



Professional Administration Transformation

NHS Greater Glasgow and Clyde

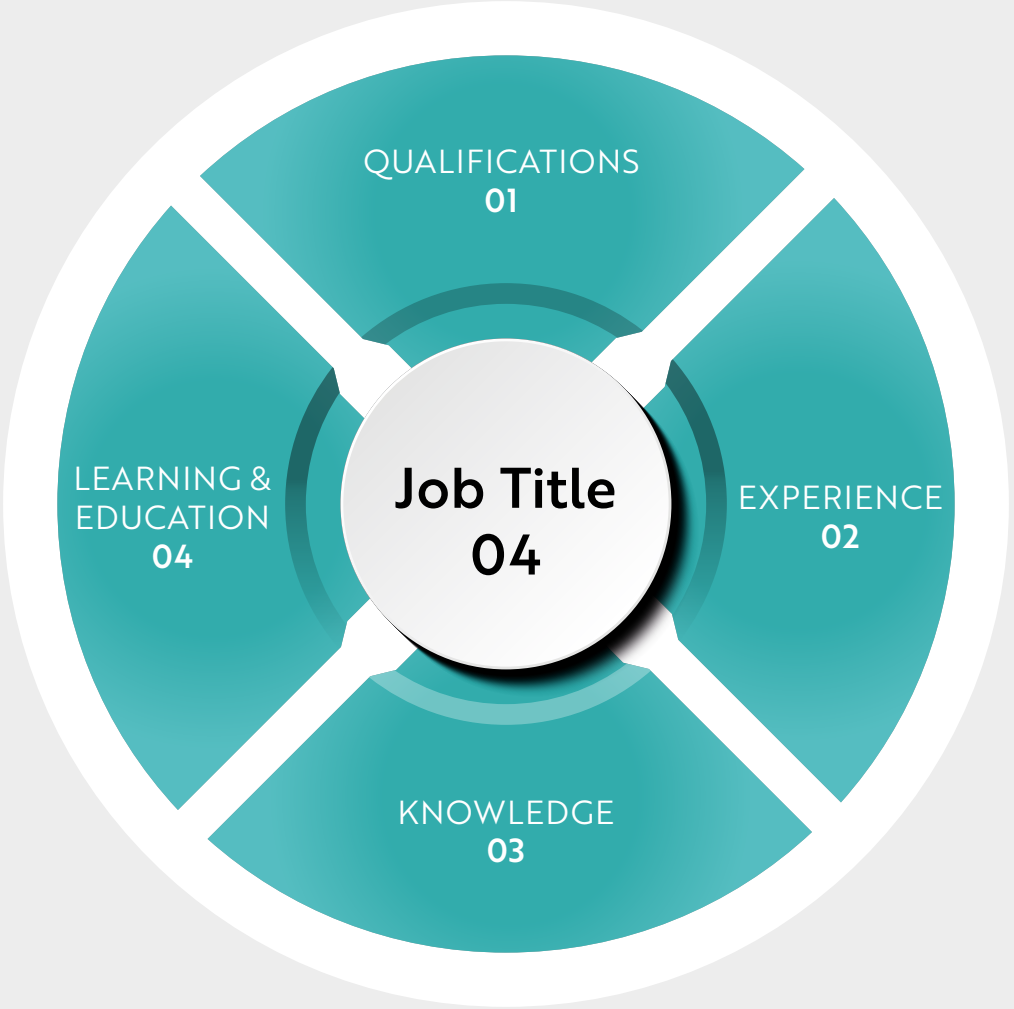
Main Menu

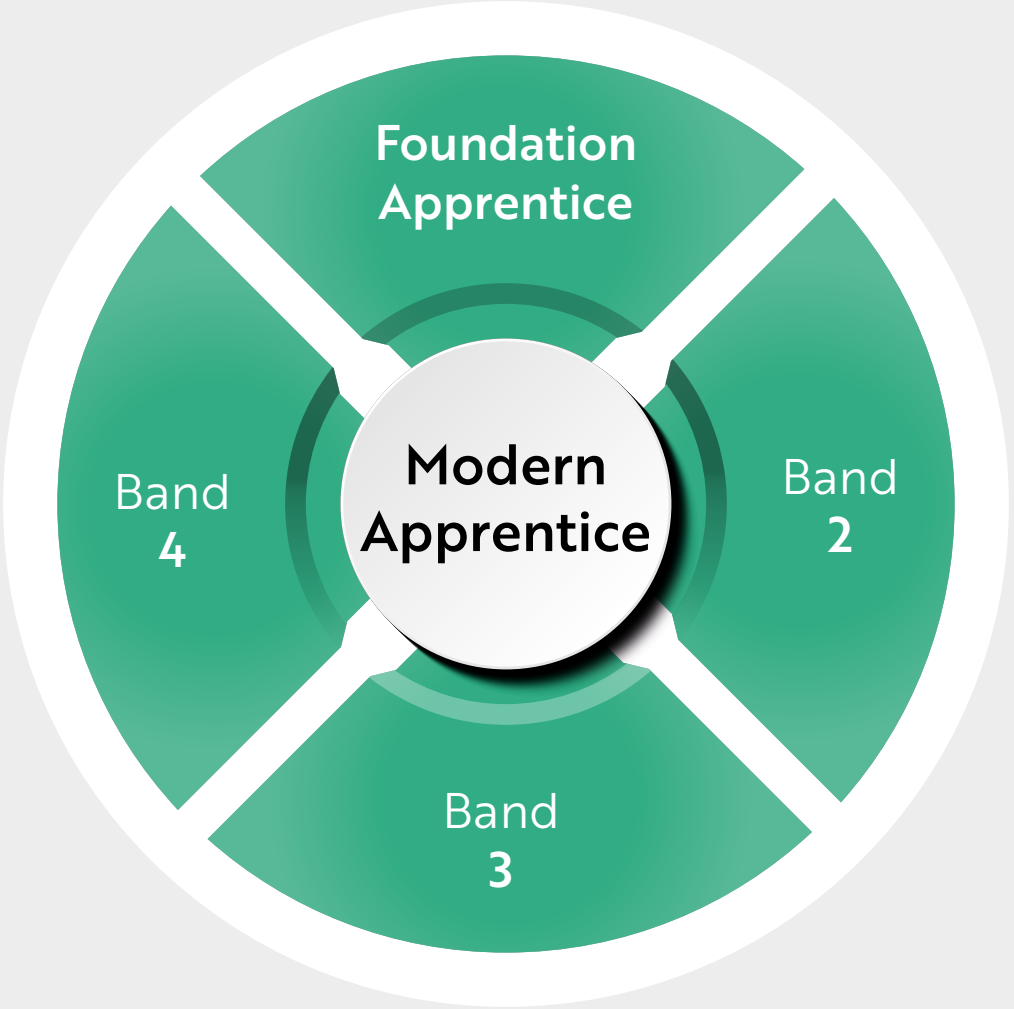


Professional Administration Transformation

NHS Greater Glasgow and Clyde

Main Menu

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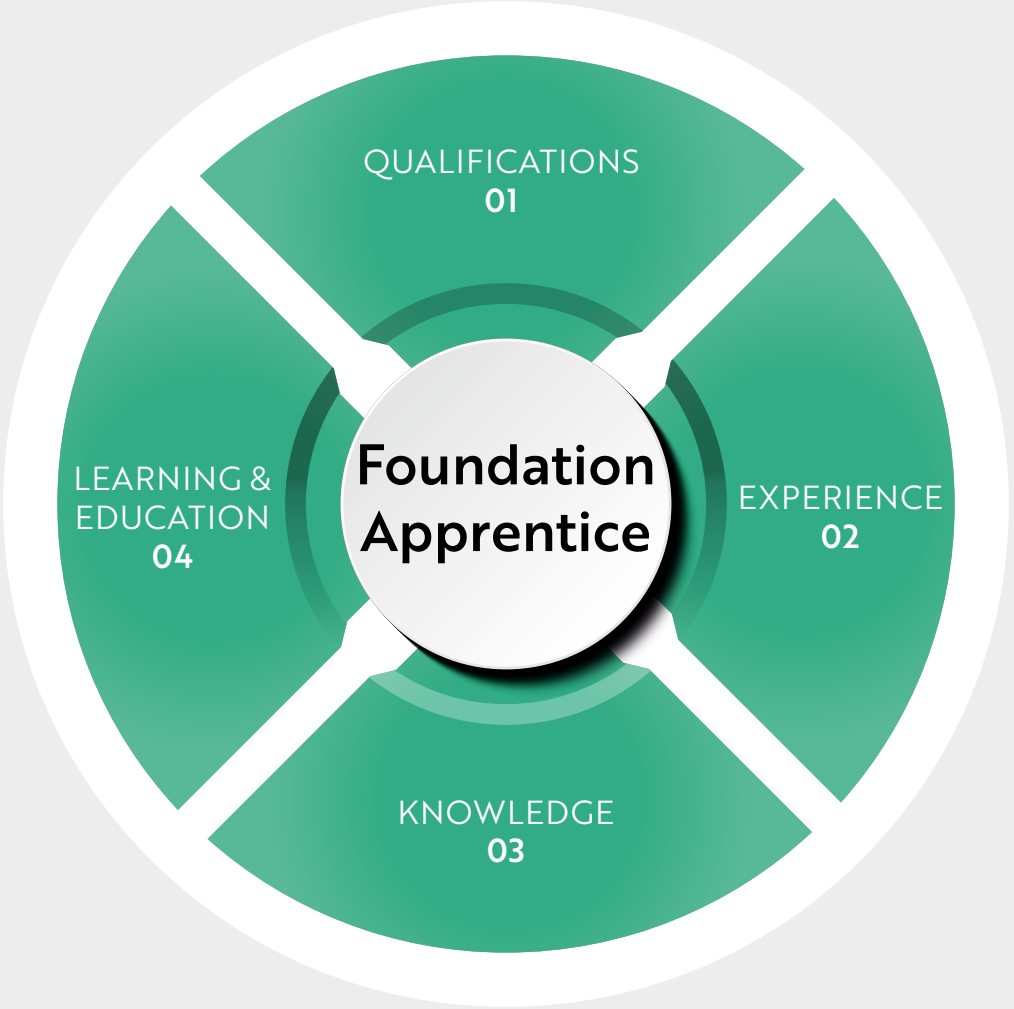
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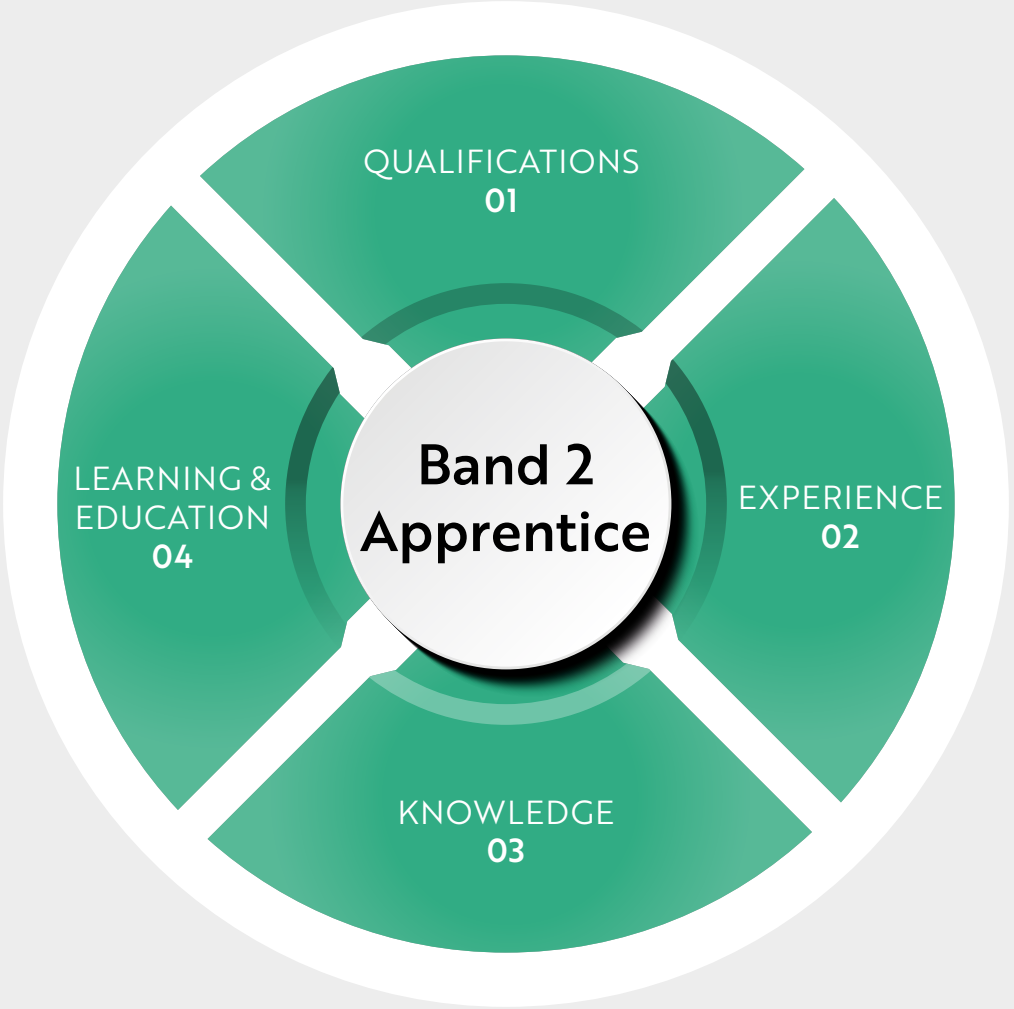
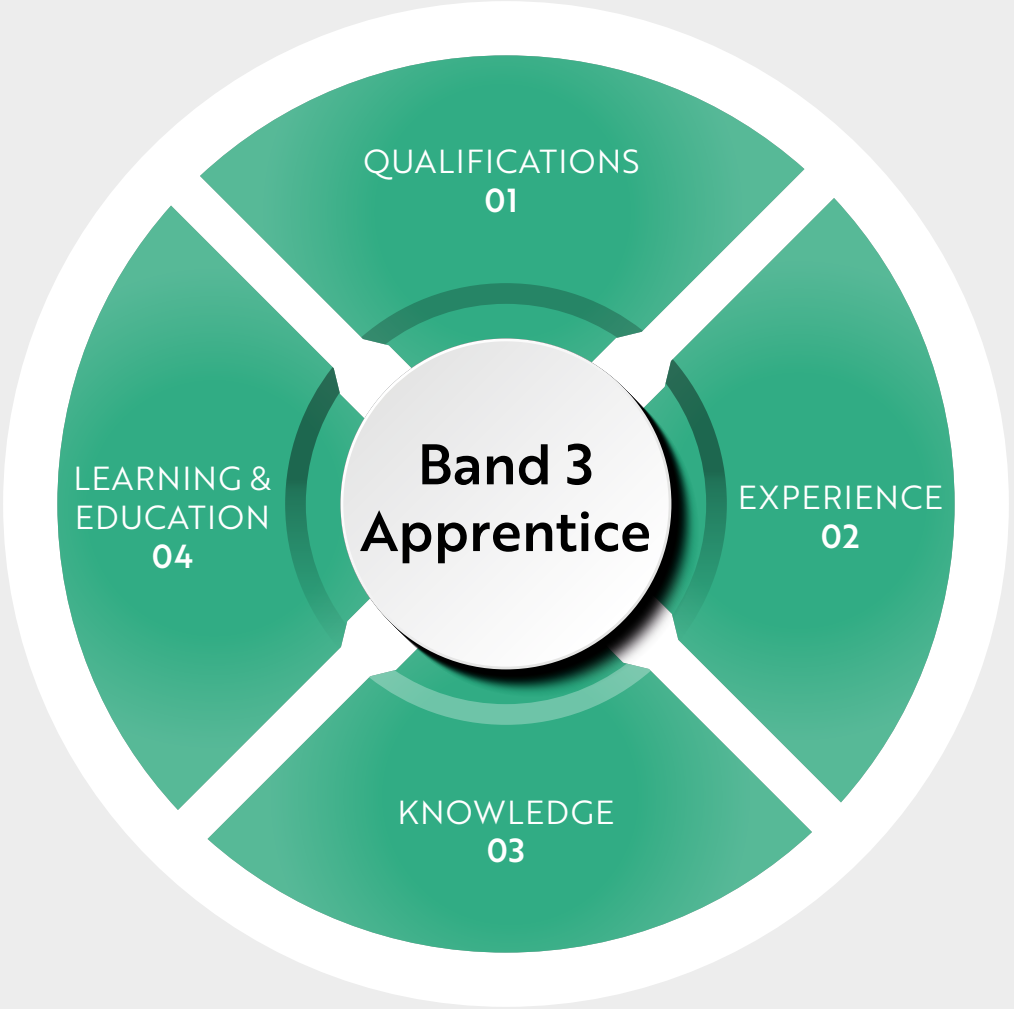
KNOWLEDGE
03
LEARNING & EDUCATION
04
Foundation Apprentice

Professional Administration Transformation

NHS Greater Glasgow and Clyde

Main Menu

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01
EXPERIENCE
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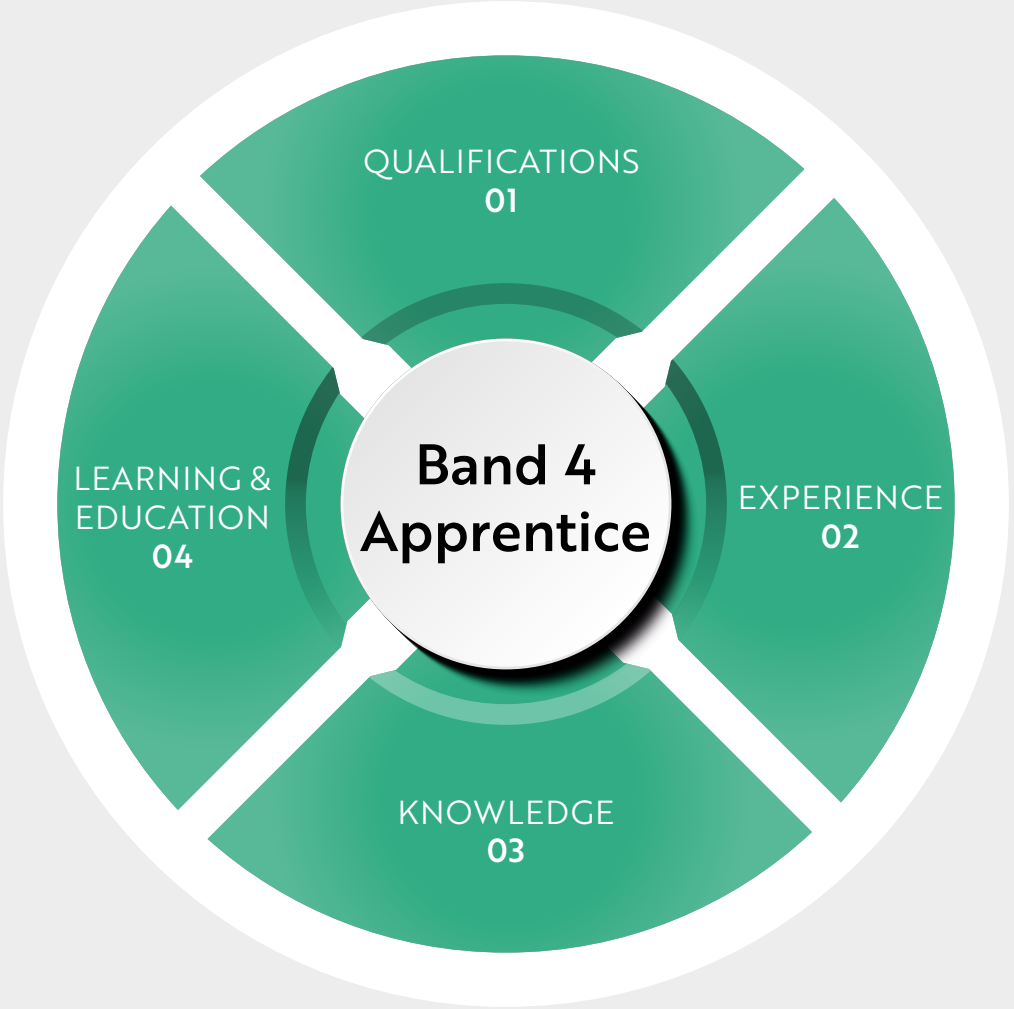
03
LEARNING & EDUCATION
04
Band 3 Apprentice

Professional Administration Transformation

NHS Greater Glasgow and Clyde

Main Menu



Qualifications

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NQ Business Administration & Medical	5	Glasgow Kelvin College	Click
NQ Medical Administration	5	Glasgow Clyde College	Click
NQ Medical Secretary	5	West College Scotland	Click
NQ Public Administration	6	New College Lanarkshire	Click
NQ Business Administration	6	New College Lanarkshire	Click
NQ Administration with Business	6	Glasgow Kelvin College	Click
SVQ Business & Administration	5	NHSGG&C SVQ Team	Click
SVQ Healthcare Support (Non Clinical)	6	NHSGG&C SVQ Team	Click

Audio Typist

Experience Required

- Excellent organisational and communication skills.
- Advanced keyboard skills and accurate transcription speeds.
- Proficient use of computer systems.
- Be able to prioritise own workload.

Knowledge Required

- Knowledge required to undertake the role will be established through relevant in-house training relating to processes and procedures
- In addition, proven proficiency in English and medical terminology. Knowledge of PC Office software packages.
- KSF Post Outline

Learning & Education

- Induction
- Winscribe
- TrakCare Patient ManagementSystem
- Microsoft Office
- NHSGGC email
- Clinical Portal
- Document Scanner
- Statutory and Mandatory LearnPro Modules x 9
- Protecting Patient Confidentiality
- Supporting a Positive Patient Experience LearnPro module

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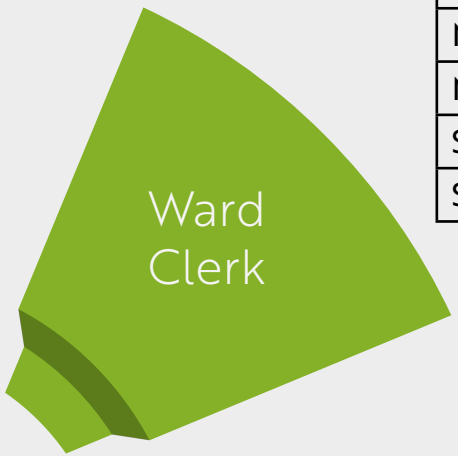

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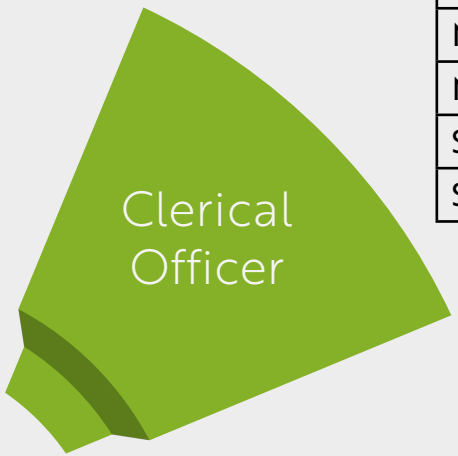

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Health Records Clerical Officer

Experience Required

- General administration and office experience/previous clerical experience desirable
- Computer literate with good keyboard skills.
- Good communication skills and having the ability to communicate with a wide range of professionals.
- Good verbal and interpersonal skills

Knowledge Required

- Knowledge required to undertake the role will be established through relevant in-house training relating to processes and procedures
- Experience of using a Patient Management System would be desirable however training will be provided
- Ability to work flexibly and use own initiative.
- Ability to cope with stressful situations and work in a pressurised environment.
- Knowledge of Microsoft Office 365 software packages.
- KSF Post Outline

Learning & Education

- Induction
- Patient Administration and Management Systems ie TrakCare, Clinical Portal, OPERA
- Microsoft Applications, Word, Excel, PowerPoint etc o Adobe & similar Applications E-mail Systems, Internet and Intranet, including CHI24.
- Incident & Risk Management Systems
- Various departmental databases o Web-based system for arranging Interpreters
- Document Scanner
- Statutory and Mandatory LearnPro Modules x 9
- Protecting Patient Confidentiality
- Supporting a Positive Patient Experience LearnPro module

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		Glasgow Clyde College	Click
		Glasgow Kelvin College	Click
		New College Lanarkshire	Click
		West College Scotland	Click
SVQ Business & Administration	5	NHSGG&C SVQ Team	Click
SVQ Healthcare Support (Non Clinical)	6	NHSGG&C SVQ Team	Click

Support Secretary

Experience Required

- Clerical/reception experience.
- Working with the general public in a customer service environment.
- Good organisational and communication skills.
- Keyboard skills.
- Proficient use of computer systems.

Knowledge Required

- Knowledge required to undertake the role will be established through relevant in-house training relating to processes and procedures
- TrakCare patient information system and stock ordering system with expectation of performing at a fully competent level within a specific time period (tbc).
- KSF Post Outline

Learning & Education

- Induction
- TrakCare Patient Management System
- Microsoft Office
- NHSGGC email
- Clinical Portal
- Document Scanner
- Bespoke IT Systems and Databases
- SSTS
- Ward View
- Statutory and Mandatory LearnPro Modules x 9
- Protecting Patient Confidentiality
- Supporting a Positive Patient Experience LearnPro module

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		West College Scotland	Click
SVQ Business & Administration	5	NHSGG&C SVQ Team	Click
SVQ Healthcare Support (Non Clinical)	6	NHSGG&C SVQ Team	Click

Job Title
02

Experience Required

- Clerical/reception experience.
- Working with the general public in a customer service environment.
- Good organisational and communication skills.
- Keyboard skills.
- Proficient use of computer systems.

Knowledge Required

- Knowledge required to undertake the role will be established through relevant in-house training relating to processes and procedures
- TrakCare patient information system and stock ordering system with expectation of performing at a fully competent level within a specific time period (tbc).
- KSF Post Outline

Learning & Education

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- TrakCare Patient Management System
- Microsoft Office
- NHSGGC email
- Clinical Portal
- Document Scanner
- Bespoke IT Systems and Databases
- SSTS
- Ward View
- Statutory and Mandatory LearnPro Modules x 9
- Protecting Patient Confidentiality
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Experience Required

- Clerical/reception experience.
- Working with the general public in a customer service environment.
- Good organisational and communication skills.
- Keyboard skills.
- Proficient use of computer systems.

Knowledge Required

- Knowledge required to undertake the role will be established through relevant in-house training relating to processes and procedures
- TrakCare patient information system and stock ordering system with expectation of performing at a fully competent level within a specific time period (tbc).
- KSF Post Outline

Learning & Education

- Induction
- TrakCare Patient Management System
- Microsoft Office
- NHSGGC email
- Clinical Portal
- Document Scanner
- Bespoke IT Systems and Databases
- SSTS
- Ward View
- Statutory and Mandatory LearnPro Modules x 9
- Protecting Patient Confidentiality
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		West College Scotland	Click
SVQ Business & Administration	5	NHSGG&C SVQ Team	Click
SVQ Healthcare Support (Non Clinical)	6	NHSGG&C SVQ Team	Click

Job Title
04

Experience Required

- Clerical/reception experience.
- Working with the general public in a customer service environment.
- Good organisational and communication skills.
- Keyboard skills.
- Proficient use of computer systems.

Knowledge Required

- Knowledge required to undertake the role will be established through relevant in-house training relating to processes and procedures
- TrakCare patient information system and stock ordering system with expectation of performing at a fully competent level within a specific time period (tbc).
- KSF Post Outline

Learning & Education

- Induction
- TrakCare Patient Management System
- Microsoft Office
- NHSGGC email
- Clinical Portal
- Document Scanner
- Bespoke IT Systems and Databases
- SSTS
- Ward View
- Statutory and Mandatory LearnPro Modules x 9
- Protecting Patient Confidentiality
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SVQ Business & Administration	5	NHSGG&C SVQ Team	Click
SVQ Healthcare Support (Non Clinical)	6	NHSGG&C SVQ Team	Click

Waiting List Co-ordinator

Experience Required

- Clerical/reception experience.
- Working with the general public in a customer service environment.
- Good organisational and communication skills.
- Proficient use of computer systems.
- Effective communication skills
- Ability to use initiative
- It is also desirable that the job holder has experience of using an extensive Patient Management System. TrakCare

Knowledge Required

- Knowledge required to undertake the role will be established through relevant in-house training relating to processes and procedures
- TrakCare patient information system and stock ordering system with expectation of performing at a fully competent level within a specific time period (tbc).
- HNC or equivalent experience in health care, preferably in acute setting
- Significant experience within a Health Service environment
- KSF Post Outline

Learning & Education

- Induction
- TrakCare Patient Management System
- Microsoft Office
- NHSGGC and NHSnet email
- Clinical Portal

- Document Scanner
- Bespoke IT Systems and Databases
- SSTS
- Ward View
- Statutory and Mandatory LearnPro Modules x 9
- Protecting Patient Confidentiality
- Supporting a Positive Patient Experience LearnPro module
- Bespoke Managing Necessary Conversations and Conflict Management
- Foundation Skills for new Managers
- Ward Clerk Supervisor induction/Training

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Ward Clerk Supervisor

Experience Required

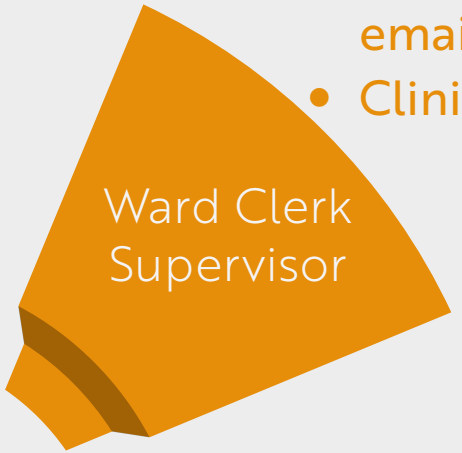
- Clerical/reception experience.
- Working with the general public in a customer service environment.
- Good organisational and communication skills.
- Proficient use of computer systems.
- Effective communication skills
- Ability to use initiative
- It is also desirable that the job holder has experience of using an extensive Patient Management System. TrakCare

Knowledge Required

- Knowledge required to undertake the role will be established through relevant in-house training relating to processes and procedures
- TrakCare patient information system and stock ordering system with expectation of performing at a fully competent level within a specific time period (tbc).
- HNC or equivalent experience in health care, preferably in acute setting
- Significant experience within a Health Service environment
- KSF Post Outline

Learning & Education

- Induction
- TrakCare Patient Management System
- Microsoft Office
- NHSGGC and NHSnet email
- Clinical Portal



- Document Scanner
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- Ward View
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- Supporting a Positive Patient Experience LearnPro module
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- Foundation Skills for new Managers
- Ward Clerk Supervisor induction/Training

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MDT Co-ordinator

Experience Required

- Clerical/reception experience.
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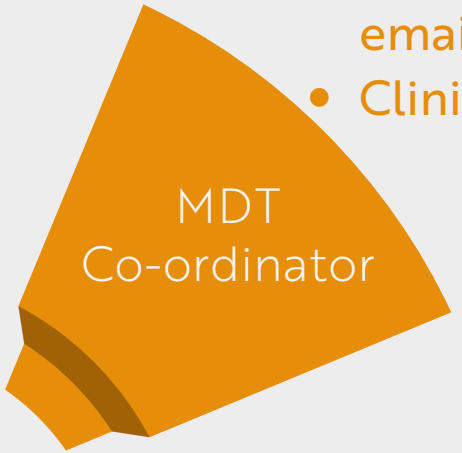

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Admin Assistant for Senior Charge Nurse

Experience Required

- Clerical/reception experience.
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- Good organisational and communication skills.
- Proficient use of computer systems.
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Knowledge Required

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Learning & Education

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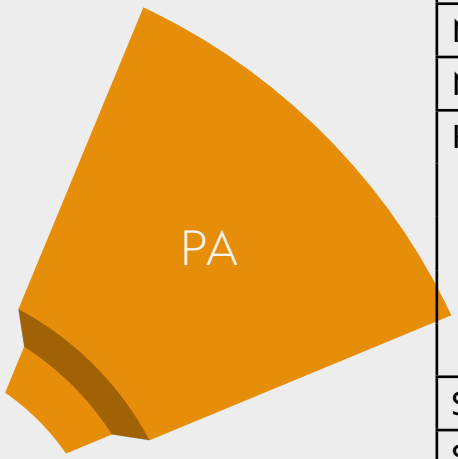

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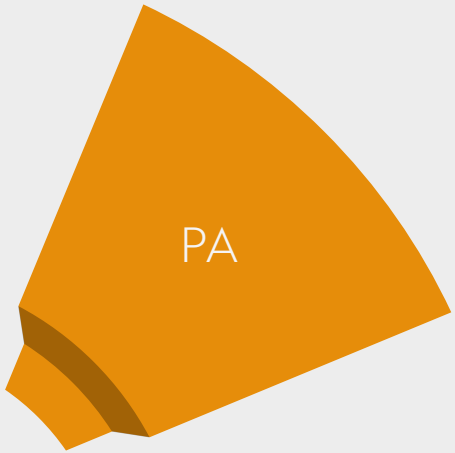

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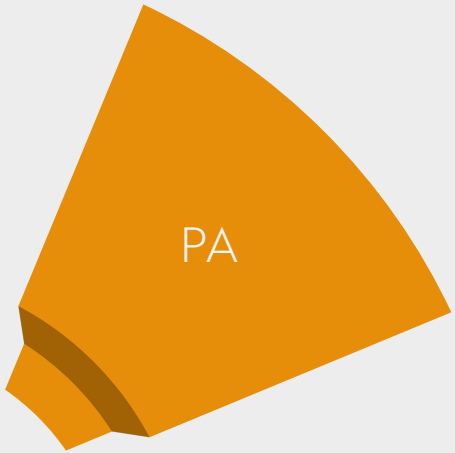

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- Induction
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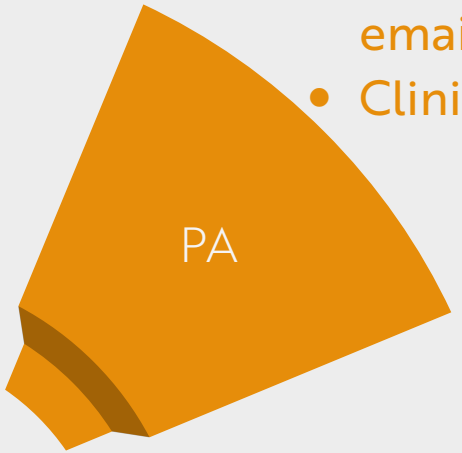

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- Protecting Patient Confidentiality
- Supporting a Positive Patient Experience LearnPro module
- Bespoke Managing Necessary Conversations and Conflict Management
- Foundation Skills for new Managers
- Ward Clerk Supervisor induction/Training

Qualifications

Qualification Title	SCQF Level	Provider	Link
NQ Business Administration & Medical	5	Glasgow Kelvin College	Click
NQ Medical Administration	5	Glasgow Clyde College	Click
NQ Medical Secretary	5	West College Scotland	Click
NQ Public Administration	6	New College Lanarkshire	Click
NQ Business Administration	6	New College Lanarkshire	Click
NQ Administration with Business	6	Glasgow Kelvin College	Click
HNC Administration and IT	7	City of Glasgow College	Click
		Glasgow Clyde College	Click
		Glasgow Kelvin College	Click
		New College Lanarkshire	Click
		West College Scotland	Click
SVQ Business & Administration	5	NHSGG&C SVQ Team	Click
SVQ Healthcare Support (Non Clinical)	6	NHSGG&C SVQ Team	Click

Medical Secretary

Experience Required

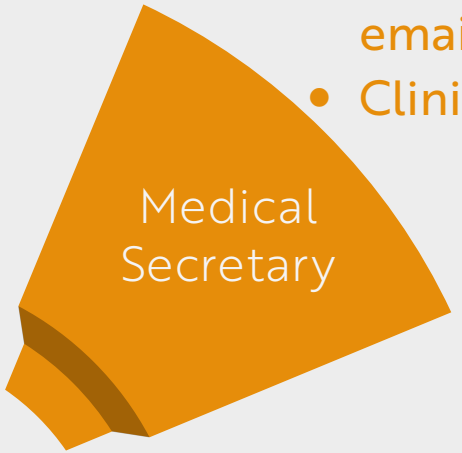
- Clerical/reception experience.
- Working with the general public in a customer service environment.
- Good organisational and communication skills.
- Proficient use of computer systems.
- Effective communication skills
- Ability to use initiative
- It is also desirable that the job holder has experience of using an extensive Patient Management System. TrakCare

Knowledge Required

- Knowledge required to undertake the role will be established through relevant in-house training relating to processes and procedures
- TrakCare patient information system and stock ordering system with expectation of performing at a fully competent level within a specific time period (tbc).
- HNC or equivalent experience in health care, preferably in acute setting
- Significant experience within a Health Service environment
- KSF Post Outline

Learning & Education

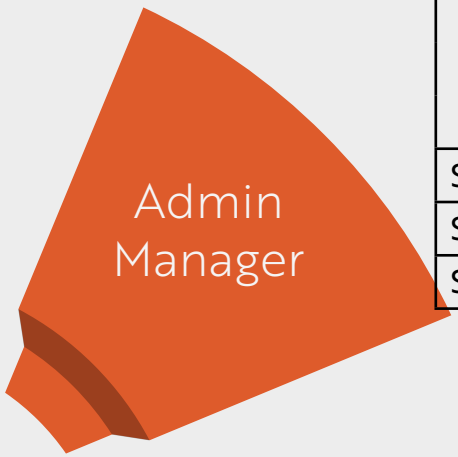
- Induction
- TrakCare Patient Management System
- Microsoft Office
- NHSGGC and NHSnet email
- Clinical Portal



- Document Scanner
- Bespoke IT Systems and Databases
- SSTS
- Ward View
- Statutory and Mandatory LearnPro Modules x 9
- Protecting Patient Confidentiality
- Supporting a Positive Patient Experience LearnPro module
- Bespoke Managing Necessary Conversations and Conflict Management
- Foundation Skills for new Managers
- Ward Clerk Supervisor induction/Training

Qualifications

Qualification Title	SCQF Level	Provider	Link
HNC Administration and IT with PDA in Medical Administration	7	West College Scotland	Click
HNC Administration and IT	7	City of Glasgow College	Click
		Glasgow Clyde College	Click
		Glasgow Kelvin College	Click
		New College Lanarkshire	Click
		West College Scotland	Click
SVQ Business & Administration	6	NHSGG&C SVQ Team	Click
SVQ Team Leading	6	NHSGG&C SVQ Team	Click
SVQ Healthcare Support (Non Clinical)	6	NHSGG&C SVQ Team	Click



Experience Required

- Well-developed organisational and communication skills – both written and verbal
- Ability to use own initiative
- Experience of using a wide range of computerised software and systems within a large hospital setting or similar organisation including extensive experience using a Patient Management System. i.e. TrakCare
- Good interpersonal skills.
- Be self-motivated.
- Working with the general public in a customer service environment
- Advanced keyboard skills and accurate transcription speeds

Knowledge Required

- Knowledge required to undertake the role will be established through relevant in house training relating to process and procedures
- Good keyboard and IT skills
- HNC or equivalent experience in health care, preferably in acute setting
- Skilled in use of PMS
- Skilled in use of Excel
- Medical Terminology
- KSF Post Outline

Learning & Education

- Induction
- Microsoft Office
- NHSGGC Email
- TrakCare
- Winscribe
- Clinical Portal
- 9 x Statutory and Mandatory LearnPro Modules
- Dealing with Difficult Conversations
- Supporting a Positive Patient Experience LearnPro module

Qualifications

Qualification Title	SCQF Level	Provider	Link
HNC Administration and IT with PDA in Medical Administration	7	West College Scotland	Click
HNC Administration and IT	7	City of Glasgow College	Click
		Glasgow Clyde College	Click
		Glasgow Kelvin College	Click
		New College Lanarkshire	Click
		West College Scotland	Click
SVQ Business & Administration	6	NHSGG&C SVQ Team	Click
SVQ Team Leading	6	NHSGG&C SVQ Team	Click
SVQ Healthcare Support (Non Clinical)	6	NHSGG&C SVQ Team	Click

Waiting List Manager

Experience Required

- Well-developed organisational and communication skills – both written and verbal
- Ability to use own initiative
- Experience of using a wide range of computerised software and systems within a large hospital setting or similar organisation including extensive experience using a Patient Management System. i.e. TrakCare
- Good interpersonal skills.
- Be self-motivated.
- Working with the general public in a customer service environment
- Advanced keyboard skills and accurate transcription speeds

Knowledge Required

- Knowledge required to undertake the role will be established through relevant in house training relating to process and procedures
- Good keyboard and IT skills
- HNC or equivalent experience in health care, preferably in acute setting
- Skilled in use of PMS
- Skilled in use of Excel
- Medical Terminology
- KSF Post Outline

Learning & Education

- Induction
- Microsoft Office
- NHSGGC Email
- TrakCare
- Winscribe
- Clinical Portal
- 9 x Statutory and Mandatory LearnPro Modules
- Dealing with Difficult Conversations
- Supporting a Positive Patient Experience LearnPro module

Qualifications

Qualification Title	SCQF Level	Provider	Link
HNC Administration and IT with PDA in Medical Administration	7	West College Scotland	Click
HNC Administration and IT	7	City of Glasgow College	Click
		Glasgow Clyde College	Click
		Glasgow Kelvin College	Click
		New College Lanarkshire	Click
		West College Scotland	Click
SVQ Business & Administration	6	NHSGG&C SVQ Team	Click
SVQ Team Leading	6	NHSGG&C SVQ Team	Click
SVQ Healthcare Support (Non Clinical)	6	NHSGG&C SVQ Team	Click

Health Records Supervisor

Experience Required

- General administration and office experience/previous clerical experience desirable
- Computer literate with good keyboard skills
- Good communication skills and having the ability to communicate with a wide range of professionals
- Good verbal and interpersonal skills
- Accuracy

Knowledge Required

- Completed/studying towards the Certificate of the Institute of Health Records Management (IHRIM) and/or significant Health Records /Supervisory experience or transferrable skills/equivalent experience within a healthcare setting essential
- Will have developed specialist knowledge in all aspects of staff management, information management and Health Records, including legislation e.g. General Data Protection Regulations 2018 (GDPR), Health & Safety, Access To Health Records, destruction regulations desirable
- Effective communication skill
- Ability to use initiative o Extensive experience of using the Patient Management System (PMS) desirable
- Knowledge required to undertake the role will be established through relevant in-house training relating to processes and procedures
- Knowledge of Microsoft Office 365 software packages
- KSF Post Outline

Learning & Education

- Microsoft Office 365, Word, Excel, PowerPoint, Teams, SharePoint etc
- Patient Administration and Management Systems (i.e. TrakCare, Clinical Portal, SCI Gateway etc)
- Adobe & similar Applications
- E-mail Systems, Internet and Intranet
- Incident & Risk Management Systems
- Various departmental databases
- Financial Reporting applications including Compensation Recovery Unit
- eESS & SSTS; Netcall; Job Train; TURAS; LearnPro; MicroStrategy; ARIA
- The post holder will use a range of manual recording and reporting systems, including: - Files (contracts, personnel, legislative).

Qualifications

Qualification Title	SCQF Level	Provider	Link
HNC Administration and IT with PDA in Medical Administration	7	West College Scotland	Click
HNC Administration and IT	7	City of Glasgow College	Click
		Glasgow Clyde College	Click
		Glasgow Kelvin College	Click
		New College Lanarkshire	Click
		West College Scotland	Click
SVQ Business & Administration	6	NHSGG&C SVQ Team	Click
SVQ Team Leading	6	NHSGG&C SVQ Team	Click
SVQ Healthcare Support (Non Clinical)	6	NHSGG&C SVQ Team	Click

Health Records Supervisor

Experience Required

- Well-developed organisational and communication skills – both written and verbal
- Ability to use own initiative
- Experience of using a wide range of computerised software and systems within a large hospital setting or similar organisation including extensive experience using a Patient Management System. i.e. TrakCare
- Good interpersonal skills.
- Be self-motivated.
- Working with the general public in a customer service environment
- Advanced keyboard skills and accurate transcription speeds

Knowledge Required

- Knowledge required to undertake the role will be established through relevant in house training relating to process and procedures
- Good keyboard and IT skills
- HNC or equivalent experience in health care, preferably in acute setting
- Skilled in use of PMS
- Skilled in use of Excel
- Medical Terminology
- KSF Post Outline

Learning & Education

- Induction
- Microsoft Office
- NHSGGC Email
- TrakCare
- Winscribe
- Clinical Portal
- 9 x Statutory and Mandatory LearnPro Modules
- Dealing with Difficult Conversations
- Supporting a Positive Patient Experience LearnPro module

Qualifications

Qualification Title	SCQF Level	Provider	Link
BA (Honours) Business Management	10	Open University	Click
BA (Honours) Business Management	10	Glasgow Caledonian University	Click
BA (Honours) Business Management	10	University of the West of Scotland	Click
SVQ in Management	7	NHSGG&C SVQ Team	Click
SVQ in Management	8	NHSGG&C SVQ Team	Click

Experience Required

- Well-developed organisational and communication skills – both written and verbal
- Extensive experience of all elements of a patients journey
- Experience of data handling and producing reports, including oral, written, numerical and graphical information & can present complex information clearly and logically.
- Ability to use initiative
- Experience of using a wide range of computerised software and systems within a large hospital setting or similar organisation including extensive experience using a Patient Management System. i.e. TrakCare
- Good interpersonal skills.
- Self-motivated.
- Working with the general public in a customer service environment

Knowledge Required

- Knowledge required to undertake the role will be established through relevant in house training relating to processes and procedures.
- Knowledge of the Health Service in Scotland in particular waiting time targets and guarantees.
- Proficiency in analysing data using Database Management (Microstrategy and Microsoft Excel)
- Ability to present complex information clearly and logically in both written and oral forms
- Good keyboard and IT skills
- HNC or equivalent experience in health care, preferably in acute setting
- Skilled in use of PMS
- Skilled in use of Excel
- Knowledge of Medical Terminology
- KSF Post Outline

Learning & Education

- Induction
- Microsoft Office 365
- NHSGGC Email
- Trakcare
- Microstrategy
- Opera
- Winscribe
- Clinical Portal
- 9 x Statutory and Mandatory LearnPro Modules
- Dealing with Difficult Conversations
- Supporting a Positive Patient Experience LearnPro module

Qualifications

Qualification Title	SCQF Level	Provider	Link
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BA (Honours) Business Management	10	University of the West of Scotland	Click
SVQ in Management	7	NHSGG&C SVQ Team	Click
SVQ in Management	8	NHSGG&C SVQ Team	Click

Health Records Deputy Site Manager

Experience Required

- Experience of Microsoft Office 365
- Experience of successfully building and developing teams
- Information & IT Skills
- Excellent communication and interpersonal skills
- Ability to work collaboratively with other health professionals
- Ability to work on own initiative an also as a team member
- Ability to prioritise workload
- Good communication skills and having the ability to communicate with a wide range of professionals.
- Good verbal and interpersonal skills.
- Accuracy

Health Records Deputy Site Manager

Knowledge Required

- KSpecialist knowledge of Health Records gained through the relevant experience, educated to / working towards / operating at degree level, and / or professional qualification or transferrable skills/equivalent experience within a healthcare setting.
- Knowledge of current national guidelines: Electronic Patient Records, Caldicott, Clinical Governance relating to Records Management, 18 week RTT, New Ways and TTG.
- Knowledge of changing legislation and of how other institutions work.
- Knowledge of General Data Protection Regulations 2018 (GDPR), Access to Health Records Act (1990) and Freedom of Information Act (2004)
- Knowledge and understanding of statistical information
- Knowledge of Microsoft Office 365 software packages.
- KSF Post Outline

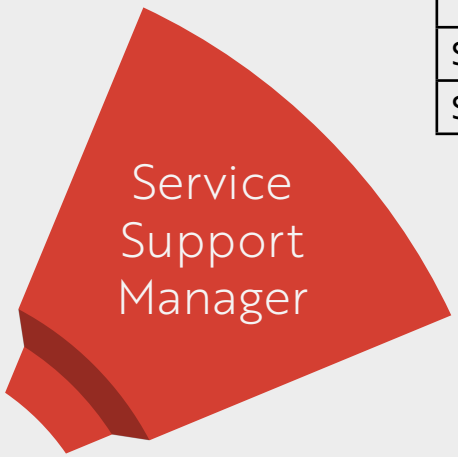
Learning & Education

- The post holder will use a range of systems and in doing so require Advanced Keyboard Skills, including:
- Microsoft Office 365, Word, Excel, PowerPoint, Teams, SharePoint etc
- Patient Administration and Management Systems (i.e. TrakCare, Clinical Portal EMIS Web etc)
- Adobe & similar Applications o E-mail Systems, Internet and Intranet.
- Incident & Risk Management Systems
- Various departmental databases
- Financial Reporting applications including Compensation Recovery Unit
- eESS & SSTS; Netcall; Job Train; TURAS; LearnPro; OPAS ; MicroStrategy
- Health Roster (Admin Bank) The post holder will use a range of manual recording and reporting systems, including: - Files (contracts, personnel, technical & supplier literature, legislative)

Health Records Deputy Site Manager

Qualifications

Qualification Title	SCQF Level	Provider	Link
BA (Honours) Business Management	10	Open University	Click
BA (Honours) Business Management	10	Glasgow Caledonian University	Click
BA (Honours) Business Management	10	University of the West of Scotland	Click
SVQ in Management	7	NHSGG&C SVQ Team	Click
SVQ in Management	8	NHSGG&C SVQ Team	Click



Experience Required

- Well-developed organisational and communication skills – both written and verbal
- Extensive experience of all elements of a patients journey
- Experience of data handling and producing reports, including oral, written, numerical and graphical information & can present complex information clearly and logically.
- Ability to use initiative
- Experience of using a wide range of computerised software and systems within a large hospital setting or similar organisation including extensive experience using a Patient Management System. i.e. TrakCare
- Good interpersonal skills.
- Self-motivated.
- Working with the general public in a customer service environment

Knowledge Required

- Knowledge required to undertake the role will be established through relevant in house training relating to processes and procedures.
- Knowledge of the Health Service in Scotland in particular waiting time targets and guarantees.
- Proficiency in analysing data using Database Management (Microstrategy and Microsoft Excel)
- Ability to present complex information clearly and logically in both written and oral forms
- Good keyboard and IT skills
- HNC or equivalent experience in health care, preferably in acute setting
- Skilled in use of PMS
- Skilled in use of Excel
- Knowledge of Medical Terminology
- KSF Post Outline

Learning & Education

- Induction
- Microsoft Office 365
- NHSGGC Email
- Trakcare
- Microstrategy
- Opera
- Winscribe
- Clinical Portal
- 9 x Statutory and Mandatory LearnPro Modules
- Dealing with Difficult Conversations
- Supporting a Positive Patient Experience LearnPro module

Qualifications

Qualification Title	SCQF Level	Provider	Link
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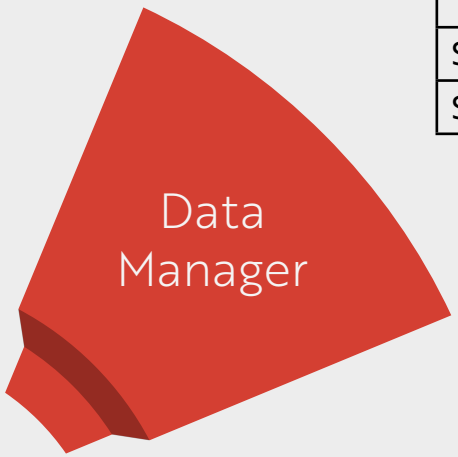

Experience Required

- Well-developed organisational and communication skills – both written and verbal
- Extensive experience of all elements of a patients journey
- Experience of data handling and producing reports, including oral, written, numerical and graphical information & can present complex information clearly and logically.
- Ability to use initiative
- Experience of using a wide range of computerised software and systems within a large hospital setting or similar organisation including extensive experience using a Patient Management System. i.e. TrakCare
- Good interpersonal skills.
- Self-motivated.
- Working with the general public in a customer service environment

Knowledge Required

- Knowledge required to undertake the role will be established through relevant in house training relating to processes and procedures.
- Knowledge of the Health Service in Scotland in particular waiting time targets and guarantees.
- Proficiency in analysing data using Database Management (Microstrategy and Microsoft Excel)
- Ability to present complex information clearly and logically in both written and oral forms
- Good keyboard and IT skills
- HNC or equivalent experience in health care, preferably in acute setting
- Skilled in use of PMS
- Skilled in use of Excel
- Knowledge of Medical Terminology
- KSF Post Outline

Learning & Education

- Induction
- Microsoft Office 365
- NHSGGC Email
- Trakcare
- Microstrategy
- Opera
- Winscribe
- Clinical Portal
- 9 x Statutory and Mandatory LearnPro Modules
- Dealing with Difficult Conversations
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Qualifications

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BA (Honours) Business Management	10	Glasgow Caledonian University	Click
BA (Honours) Business Management	10	University of the West of Scotland	Click
SVQ in Management	8	NHSGG&C SVQ Team	Click
SVQ in Business & Administration	8	NHSGG&C SVQ Team	Click

Professional Administration Transformation

NHS Greater Glasgow and Clyde

Experience Required

- Well-developed organisational and communication skills – both written and verbal
- Extensive experience of all elements of a patients journey
- Ability to use initiative
- Experience of problem solving
- Experience in managing staff (potentially across a number of sites)
- Experience of using a wide range of computerised software and systems within a large hospital setting or similar organisation including extensive experience using a Patient Management System. i.e. TrakCare
- Good interpersonal skills.
- Self-motivated.
- Working with the general public in a customer service environment

Knowledge Required

- Knowledge required to undertake the role will be established through relevant in house training relating to process and procedures.
- Knowledge of the Health Service in Scotland
- Ability to present complex information clearly and logically in both written and oral forms
- Good keyboard and IT skills
- HND or equivalent experience in health care, preferably in acute setting.
- Skilled in use of PMS
- Skilled in use of Excel
- Knowledge of Medical Terminology
- KSF Post Outline

Learning & Education

- Induction
- Microsoft Office 365
- NHSGGC Email
- Trakcare
- Microstrategy
- Opera
- Winscribe
- Clinical Portal
- 9 x Statutory and Mandatory LearnPro Modules
- Dealing with Difficult Conversations
- Supporting a Positive Patient Experience LearnPro module
- Foundation Programme for new Managers and Supervisors

Qualifications

Qualification Title	SCQF Level	Provider	Link
BA (Honours) Business Management	10	Open University	Click
BA (Honours) Business Management	10	Glasgow Caledonian University	Click
BA (Honours) Business Management	10	University of the West of Scotland	Click
SVQ in Management	7	NHSGG&C SVQ Team	Click
SVQ in Management	8	NHSGG&C SVQ Team	Click

Health Records Site Manager

Experience Required

- Experience of Patient Management/Administration Systems
- Evidence of successful management of change in a large complex organisation
- Experience of Microsoft Office packages: Word, Excel, Access, PowerPoint and Outlook.
- Skills in the following:
  - Ability to work collaboratively with other Health professionals
  - The ability to plan, organise, direct and control support staff.
  - Excellent communication & interpersonal skills.
  - Ability to work on own initiative and also as a team member.
  - Experience of successfully building and developing teams.
  - Analytical, information and IT skills
  - Motivational and influencing skills
  - Supportive of others
  - Logical and calm manner
  - Ability to prioritise.
  - Negotiation skills

Knowledge Required

- Educated to / working towards a Post Graduate level and or have a professional qualification such as the Institute of Health records & Information Management (IHRIM) diploma or transferrable skills/equivalent experience within a healthcare setting
- In-depth specialist knowledge of Health Records procedures and diagnostic coding systems including data definitions and NHS data systems
- Up to date knowledge of national guidelines relating to Electronic Health Records, Caldicott, Clinical and Information Governance agendas relating to Records Management, 18 week RTT, New Ways and TTG o Specialist Knowledge and understanding of Legislation and its application concerning Health Records as well as National Initiatives such as the Outpatient Waiting Times Directive, Electronic Clinical Communications Implementation (ECCI) and Scottish Care Initiative (SCI). Leadership skills and the ability to create cohesive effective team working
- Knowledge of Microsoft Office 365 software packages
- KSF Post Outline

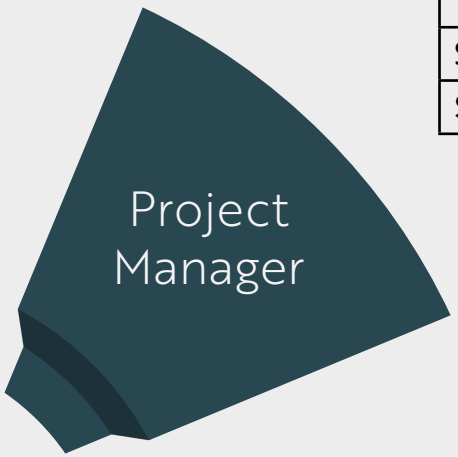
Learning & Education

- The post holder will use a range of systems and in doing so require Advanced Keyboard Skills, including:
- Microsoft Office 365, Word, Excel, PowerPoint, Teams, SharePoint etc
- Patient Administration and Management Systems (i.e. TrakCare, Clinical Portal EMIS Web etc)
- Adobe & similar Applications o E-mail Systems, Internet and Intranet.
- Incident & Risk Management Systems
- Various departmental databases
- Financial Reporting applications including Compensation Recovery Unit
- eESS & SSTS; Netcall; Job Train; TURAS; LearnPro; OPAS ; MicroStrategy
- Health Roster (Admin Bank) The post holder will use a range of manual recording and reporting systems, including: - Files (contracts, personnel, technical & supplier literature, legislative)

Health Records Site Manager

Qualifications

Qualification Title	SCQF Level	Provider	Link
BA (Honours) Business Management	10	Open University	Click
BA (Honours) Business Management	10	Glasgow Caledonian University	Click
BA (Honours) Business Management	10	University of the West of Scotland	Click
SVQ in Management	8	NHSGG&C SVQ Team	Click
SVQ in Business & Administration	8	NHSGG&C SVQ Team	Click



Experience Required

- Well-developed organisational and communication skills – both written and verbal
- Extensive experience of all elements of a patients journey
- Ability to use initiative
- Experience of problem solving
- Experience in managing staff (potentially across a number of sites)
- Experience of using a wide range of computerised software and systems within a large hospital setting or similar organisation including extensive experience using a Patient Management System. i.e. TrakCare
- Good interpersonal skills.
- Self-motivated.
- Working with the general public in a customer service environment

Knowledge Required

- Knowledge required to undertake the role will be established through relevant in house training relating to process and procedures.
- Knowledge of the Health Service in Scotland
- Ability to present complex information clearly and logically in both written and oral forms
- Good keyboard and IT skills
- HND or equivalent experience in health care, preferably in acute setting.
- Skilled in use of PMS
- Skilled in use of Excel
- Knowledge of Medical Terminology
- KSF Post Outline

Learning & Education

- Induction
- Microsoft Office 365
- NHSGGC Email
- Trakcare
- Microstrategy
- Opera
- Winscribe
- Clinical Portal
- 9 x Statutory and Mandatory LearnPro Modules
- Dealing with Difficult Conversations
- Supporting a Positive Patient Experience LearnPro module
- Foundation Programme for new Managers and Supervisors

Qualifications

Qualification Title	SCQF Level	Provider	Link
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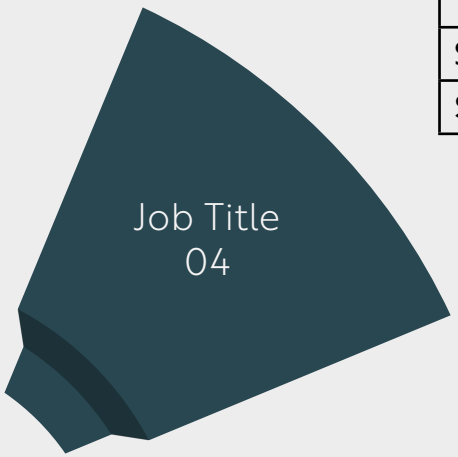
SVQ in Business & Administration	8	NHSGG&C SVQ Team	Click



Experience Required

- Well-developed organisational and communication skills – both written and verbal
- Extensive experience of all elements of a patients journey
- Ability to use initiative
- Experience of problem solving
- Experience in managing staff (potentially across a number of sites)
- Experience of using a wide range of computerised software and systems within a large hospital setting or similar organisation including extensive experience using a Patient Management System. i.e. TrakCare
- Good interpersonal skills.
- Self-motivated.
- Working with the general public in a customer service environment

Knowledge Required

- Knowledge required to undertake the role will be established through relevant in house training relating to process and procedures.
- Knowledge of the Health Service in Scotland
- Ability to present complex information clearly and logically in both written and oral forms
- Good keyboard and IT skills
- HND or equivalent experience in health care, preferably in acute setting.
- Skilled in use of PMS
- Skilled in use of Excel
- Knowledge of Medical Terminology
- KSF Post Outline

Learning & Education

- Induction
- Microsoft Office 365
- NHSGGC Email
- Trakcare
- Microstrategy
- Opera
- Winscribe
- Clinical Portal
- 9 x Statutory and Mandatory LearnPro Modules
- Dealing with Difficult Conversations
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- Foundation Programme for new Managers and Supervisors

Qualifications

Qualification Title	SCQF Level	Provider	Link
BA (Honours) Business Management	10	Open University	Click
BA (Honours) Business Management	10	Glasgow Caledonian University	Click
BA (Honours) Business Management	10	University of the West of Scotland	Click
SVQ in Management	7	NHSGG&C SVQ Team	Click
SVQ in Management	8	NHSGG&C SVQ Team	Click

Health Records Service Manager

Experience Required

- Experience of Patient Management/Administration Systems.
- Evidence of successful management of change in a large complex organisation
- Experience of Microsoft Office packages: Word, Excel, Access, PowerPoint and Outlook
- Skills in the following:

Ability to work collaboratively with other Health professionals
The ability to plan, organise, direct and control support staff.
Excellent communication & interpersonal skills.
Ability to work on own initiative and also as a team member.
Experience of successfully building and developing teams.
Analytical, information and IT skills
Motivational and influencing skills
Supportive of others
Logical and calm manner
Ability to prioritise.
Negotiation skills

Knowledge Required

- Degree plus post graduate Diploma from Institute of Health Records and Information Management (IHRIM) or equivalent qualifications in a managerial discipline and relevant experience. o The post holder must have significant demonstratable experience in a senior role within Health Records with evidence of success.
- Extensive knowledge of the modern NHS and expert knowledge of medical / health records.
- Well established knowledge of health information systems as well as proven track record of staff management and health records legislation and change management.
- Training and instructional skills to develop training modules and provide training to own staff and to service users.
- Specialist knowledge and usage of Patient Administration and Management systems.
- Ability to prioritise, interpret, change and / or adapt to meet the varying demands of the job.
- Excellent leadership and organisational / interpersonal / communication and negotiation skills.
- Team player who is highly motivated and possess excellent persuasive skills.
- Expert knowledge in waiting times management and capacity planning.
- In-depth specialist knowledge of Health Records procedures and diagnostic coding systems including data definitions and NHS data systems.
- Up to date knowledge of national guidelines relating to Electronic Health Records, Caldicott, Clinical and Information Governance agendas relating to Records Management, 18 week RTT, New Ways and TTG o Specialist Knowledge and understanding of Legislation and its application concerning Health Records as well as National Initiatives such as the Outpatient Waiting Times Directive, Electronic Clinical Communications Implementation (ECCI) and Scottish Care Initiative (SCI).
- Leadership skills and the ability to create cohesive effective team working.
- Knowledge of Microsoft Office 365 software packages.
- KSF Post Outline

Health Records Service Manager

Learning and Education

- The post holder will use a range of systems and in doing so require Advanced Keyboard Skills, including:
- Microsoft Office 365, Word, Excel, PowerPoint, Teams, SharePoint etc
- Patient Administration and Management Systems (i.e. TrakCare, Clinical Portal EMIS Web etc)
- Adobe & similar Applications o E-mail Systems, Internet and Intranet.
- Incident & Risk Management Systems
- Various departmental databases
- Financial Reporting applications including Compensation Recovery Unit
- eESS & SSTS; Netcall; Job Train; TURAS; LearnPro; OPAS; MicroStrategy
- Health Roster (Admin Bank) The post holder will use a range of manual recording and reporting systems, including: - Files (contracts, personnel, technical & supplier literature, legislative)

Health Records Service Manager

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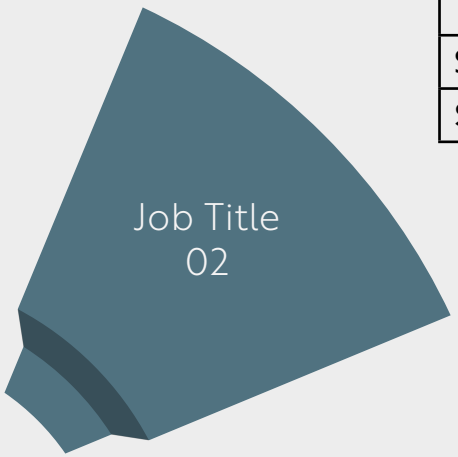

Experience Required

- Well-developed organisational and communication skills –both written and verbal
- Extensive experience of all elements of a patients journey
- Experience of data handling and producing reports
- Ability to use initiative
- Experience of Waiting Lists and New Ways Policy
- Experience of problem solving
- Experience in managing staff (potentially across a number of sites)
- Experience of using a wide range of computerised software and systems within a large hospital setting or similar organisation including extensive experience using a Patient Management System. i.e. Trakcare
- Good interpersonal skills.
- Self-motivated.
- Working with the general public in a customer service environment

Knowledge Required

- Knowledge required to undertake the role will be established through relevant in house training relating to process and procedures.
- Knowledge of the Health Service in Scotland in particular waiting time targets and guarantees.
- Proficiency in analysing data using Database Management
- Ability to present complex information clearly and logically in both written and oral forms
- Good keyboard and IT skills
- HND or equivalent experience health care, preferably in acute setting
- Skilled in use of PMS
- Skilled in use of Excel
- Knowledge of Medical Terminology
- KSF Post Outline

Learning and Education

- Induction
- Microsoft Office 365
- NHSGGC Email
- Trakcare
- Microstrategy
- Opera
- Winscribe
- Clinical Portal
- 9 x Statutory and Mandatory LearnPro Modules
- Dealing with Difficult Conversations
- Supporting a Positive Patient Experience LearnPro module
- Foundation Programme for new Managers and Supervisors

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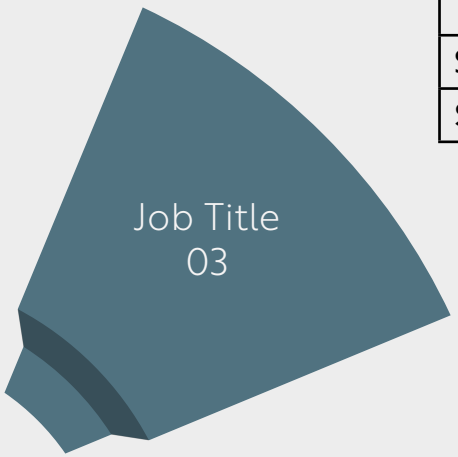

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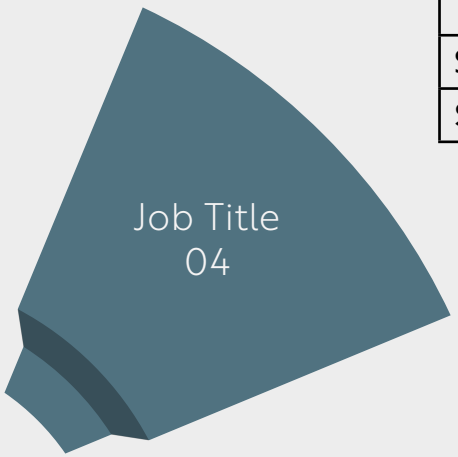

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Health Records Service Manager

Professional Administration Transformation

NHS Greater Glasgow and Clyde

Experience Required

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- Ability to work collaboratively
- Experience in managing changes in policies and / or procedures.
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- Experience of using a wide range of computerised software and systems within a large hospital setting or similar organisation
- Project management experience or similar working on improvement programmes
- Good communication and interpersonal skills with an ability to influence and motivate others.
- Self-motivated.
- Diplomatic and consultative, with experience in management and leadership of staff.
- Experience in supervising administration staff
- Experience in responding to complaints and experience in project management and service redesign is desirable.

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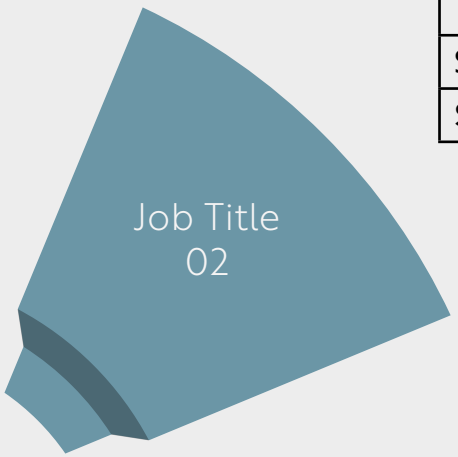

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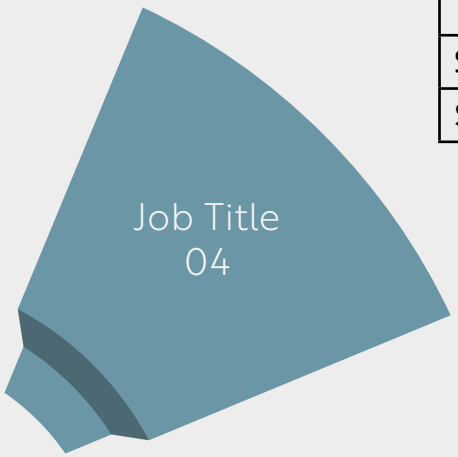

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Head of Health Records Services

Experience Required

- Experience of working strategically and corporately at or reporting to Head of Service level and to demonstrate ability to consider the wider health agenda in support of strategic and operational change.
- Demonstrable experience of policy review and service development.
- Extensive knowledge of the modern NHS and expert knowledge of medical / Health Records
- Experience of Patient Management/Administration Systems.
- Evidence of successful management of change in a large complex organisation.
- Experience of Microsoft Office packages: Word, Excel, Access, PowerPoint and Outlook

Knowledge Required

- Educated to Degree level plus post graduate Diploma from Institute of Health Records and Information Management (IHRIM) or equivalent qualifications in a managerial discipline and relevant experience.
- Qualified in a suitable and current Project Management Methodology such as, but not restricted to Prince II, Six Sigma or Lean.
- The post holder must have site management experience in a senior role within Health Records with evidence of success.
- Well established knowledge of health information systems.
- Proven track record of staff management and Health Records & Data Protection legislation and change management.
- Training and instructional skills to develop training modules and provide training to own staff and to service users.
- Specialist knowledge and usage of Patient Administration and Management systems.
- Ability to prioritise and lead change and / or adapt to meet the varying demands of the job.
- Excellent leadership and organisational/interpersonal/communication and negotiation skills.
- An individual who is highly motivated with the ability to lead and motivate large teams and possess excellent persuasive skills.
- Expert knowledge in waiting times management and capacity planning.
- Knowledge of Microsoft Office 365 software packages
- KSF Post Outline

Learning and Education

- The post holder will use a range of systems and in doing so require Advanced Keyboard Skills, including:
- Microsoft Office 365, Word, Excel, PowerPoint, Teams, SharePoint etc
- Patient Administration and Management Systems (i.e. TrakCare, Clinical Portal EMIS Web etc)
- Adobe & similar Applications o E-mail Systems, Internet and Intranet.
- Incident & Risk Management Systems
- Various departmental databases
- Financial Reporting applications including Compensation Recovery Unit
- eESS & SSTS; Netcall; Job Train; TURAS; LearnPro; OPAS; MicroStrategy
- Health Roster (Admin Bank) The post holder will use a range of manual recording and reporting systems, including: - Files (contracts, personnel, technical & supplier literature, legislative)

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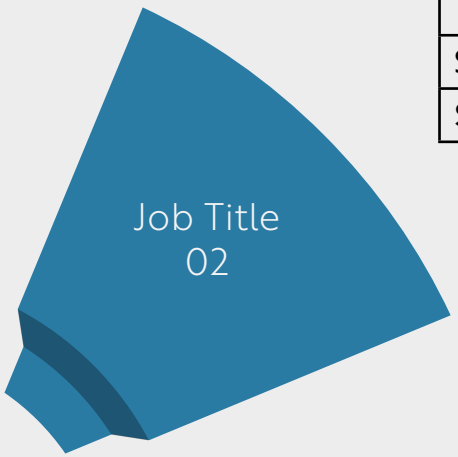

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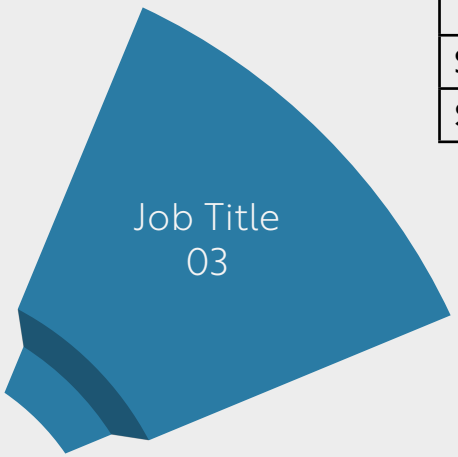

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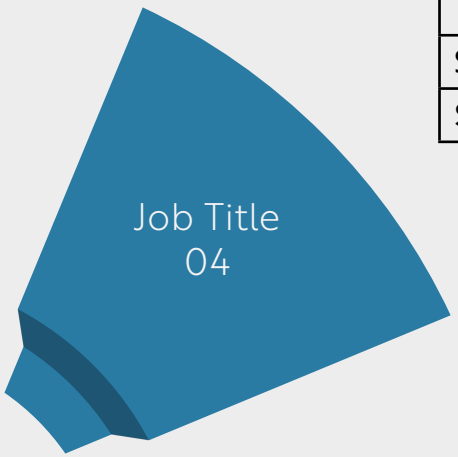

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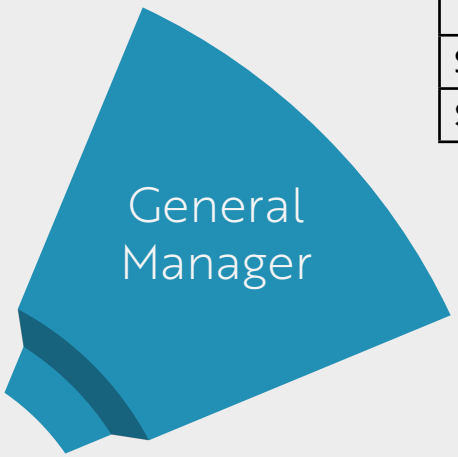

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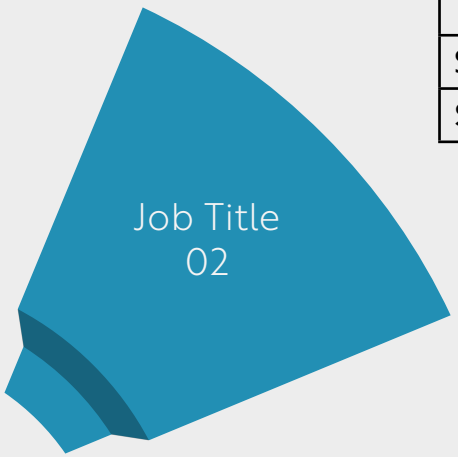

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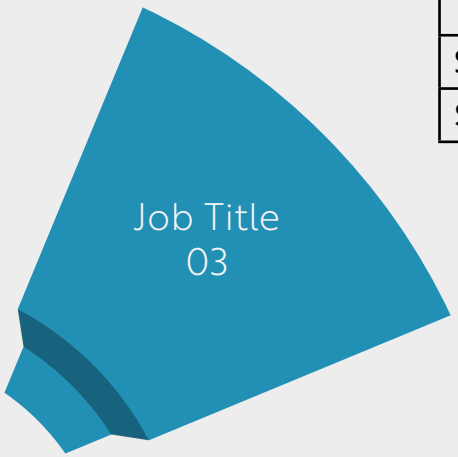

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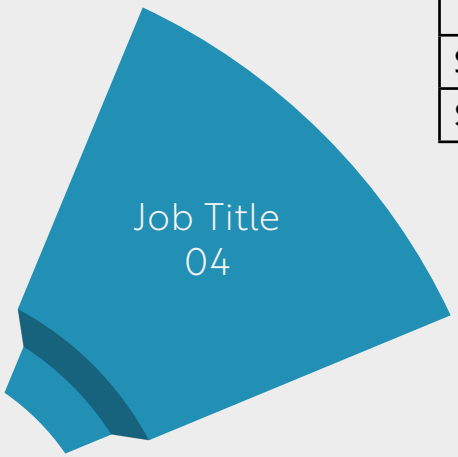

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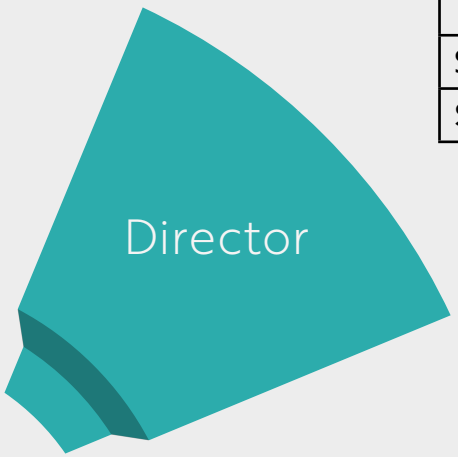

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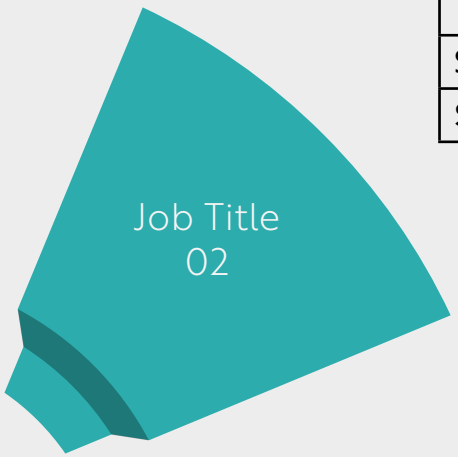

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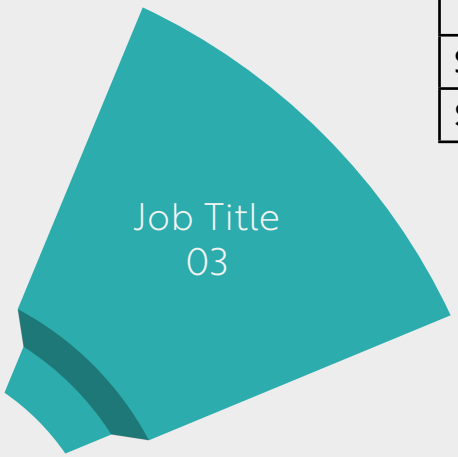

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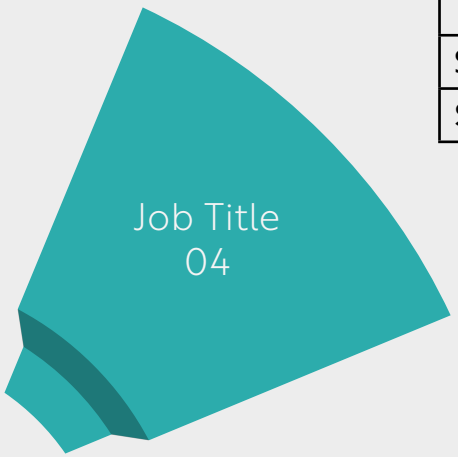

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UNDER CONSTRUCTION

COMING SOON

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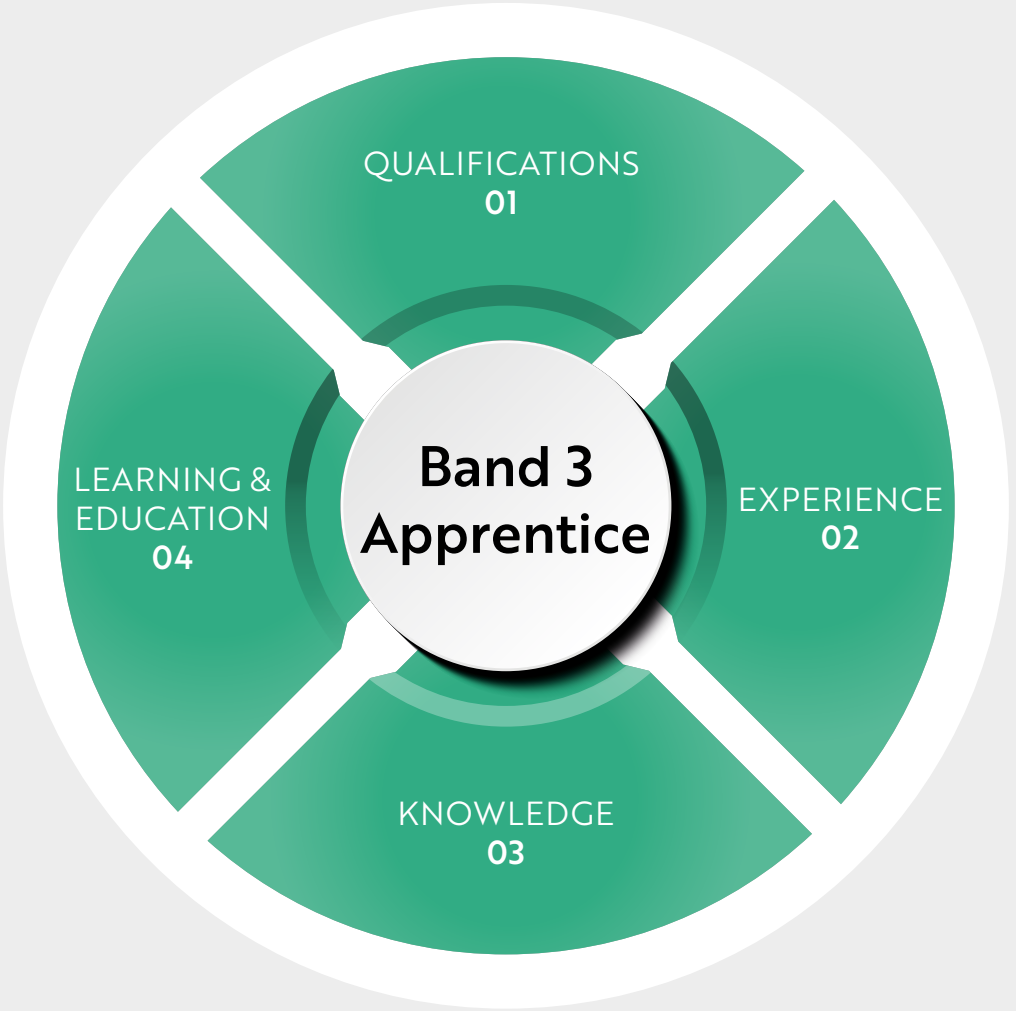
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