

**P**atient first - Ensure that the people we serve are at the heart of all that we do  
**R**espectful - Be kind, respectful, fair and value diversity  
**O**wnership - Celebrate our successes, learn continuously and ensure we improve  
**U**nity - Work in partnership with others  
**D**eliver - Be efficient, effective and accountable for our actions



Sheffield Teaching Hospitals  
NHS Foundation Trust



## PROUD Apprenticeship in Customer Service

# Open the door to an exciting NHS career

**Earn a wage.  
Train on the job. Gain a qualification.**  
National Apprenticeship Wage, 15-months fixed-term

Named after our **PROUD** values, the **PROUD Apprenticeship** is a fantastic entry-level opportunity to develop valuable admin and customer service skills that will set you up for a great career in the NHS.

**PROUD TO MAKE A DIFFERENCE**

SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST



## What will I do?

Day-to-day you'll work in one of our administrative teams at either the Northern General or Royal Hallamshire Hospital. As this is a Customer Service apprenticeship, you'll have lots of contact with patients, and help support your team to provide a great NHS experience.

This is a really varied role. You could be helping patients book in for appointments at one of our clinics or over the phone, updating their medical information, welcoming visitors on reception, data inputting, helping colleagues with admin tasks, and more.

## What will I learn?

Most of your training will be done on-the-job through a mix of practical tasks and assignments. You'll gain a wide range of skills and experience, from customer service, working on tasks and projects, and supporting and communicating with other staff and teams across the Trust.

You'll also spend some time with Sheffield College studying for a Customer Service Practitioner Level 2 Apprenticeship. This will be a mix of online and in-person sessions, e-learning, and workplace-based tasks and assignments.

There will also be opportunities to help you to develop knowledge and insight into how healthcare and our different hospitals and services work, and what great customer service looks like in action across our different departments.

## Find out more

To find out more about the PROUD Apprenticeship and when we're next recruiting, contact:  
[sth.apprenticeships@nhs.net](mailto:sth.apprenticeships@nhs.net)

## Who is it for?

We're looking for positive, friendly people with a caring attitude and who share our PROUD values.

To apply, you'll need to have GCSE English and Maths grade 3/D or Functional Skills Level 1 and have been a UK/EU resident for at least the past three years.

You'll also need good IT and organisation skills, be confident communicating with other people, and be able to work both independently and in a team. You might also have some existing work experience (paid, voluntary or through school/college/university).

## What happens at the end of the apprenticeship?

As well as your Level 2 qualification, you'll have gained lots of valuable skills and experience to set you up for a great career. If you want to stay with us, we have lots of roles you can apply for, or you can choose to apply for a job elsewhere.



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