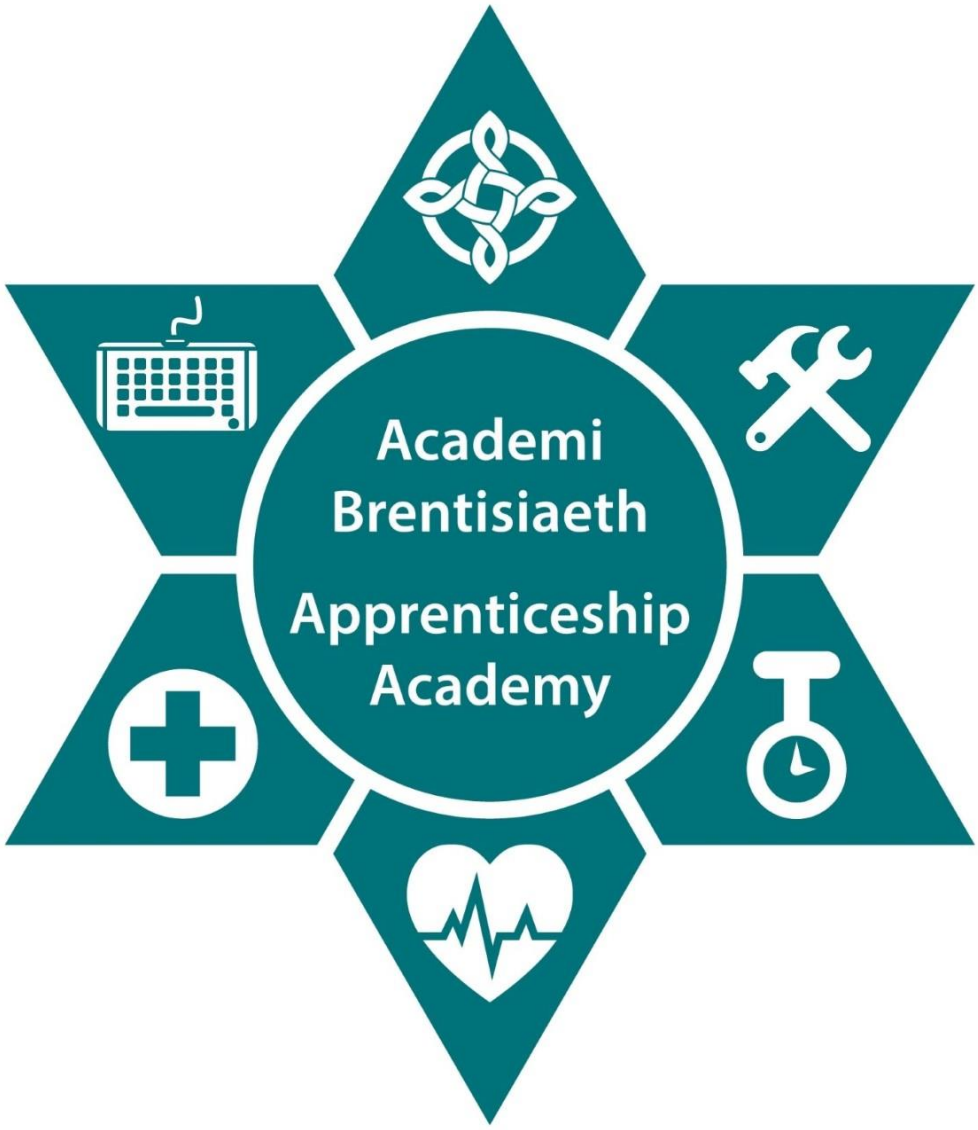
GIG CYMRU NHS WALES

Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board



Digital Services Apprentice Information Pack

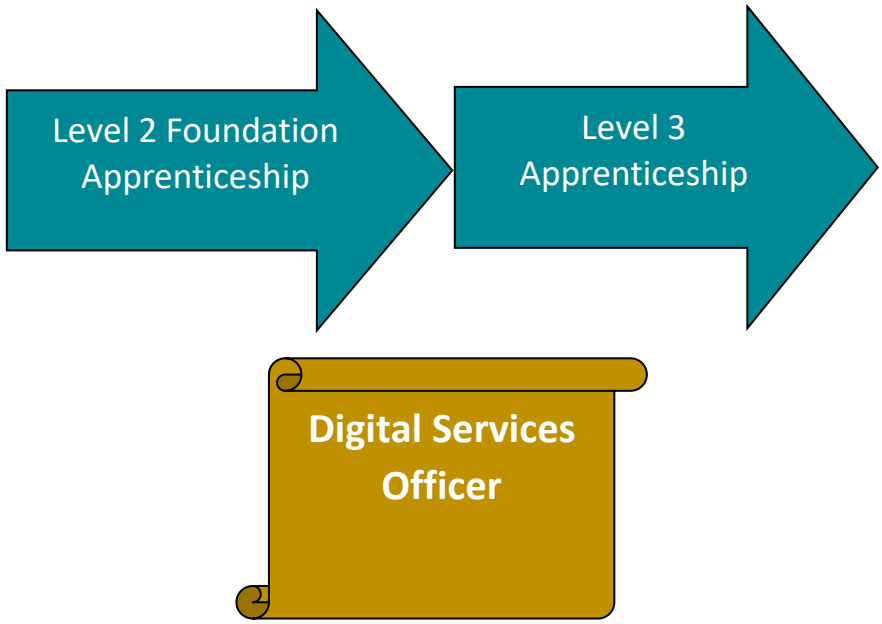
What is a Digital Services Apprentice?

- ✓ Do you want to be part of a team that helps Hywel Dda promote and support the effective use of data, information, knowledge and technology to support and improve health and health care delivery?
- ✓ Are you ready for a challenge?
- ✓ Would you love to be in a job where you will be in contact with members of staff from all areas?
- ✓ Would you like to learn and earn?

If you answered yes to all of these questions, then this could be the role for you!

The Digital Services Team supports the organisation to ensure that all digital applications are performing at their best, to help health and care professionals communicate proficiently and enable people to access the care they need quickly and easily. Our role is to ensure that digital systems are the foundation upon which we will build a modern, resourceful and responsive health service. Enabling information to move between care providers within and beyond the Health Board, as well as between care providers and patients, is a key means by which we will achieve a safe, convenient and personalised health and care service.

We are looking for articulate, ambitious applicants with a high level of personal integrity, who would want to develop a career with digital services. The successful candidate would need to be able to passionately embrace all the values of the Health Board, as this will be at the heart of everything they do.



The Digital Services Apprenticeship Programme is an exciting opportunity that will enable you to train to become a valued member of the Digital Services Team through work-based learning. You will begin by completing a Foundation Apprenticeship in Digital Application Support (level 2) and progress to an Apprenticeship in Digital Application Support (level 3).

How is the Digital Services Programme different to other apprenticeship programmes?

The Digital Services Apprenticeship Programme combines a number of learning programmes into one, demonstrating that we are committed to providing a direct pathway to becoming a member of the Digital Services Team. It will allow you to gain a broad range of experiences working in Digital Services, which will provide you with a strong foundation to support further career progression in Digital Services with the NHS. You will be learning whilst you are earning the whole time.

Programme Outline for the Digital Services Apprentice Programme				
Level 2 Foundation Apprenticeship in Digital Application Support	**Sep21 to Sep22**			**National Minimum Apprenticeship Wage**
Level 3 Apprenticeship In Digital Application Support		**Sep22 to Mar24**		**£14,799 per annum, increasing to £15,856 after 6 months**
Digital Services Officer			**Mar24**	**Band 3 £19,737 per annum**

***Hywel Dda University Health Board have the right to modify qualifications based on changes to qualifications, sector requirements or funding.**

***Rates of pay correct as of December 2020.**

What does the Digital Services Apprenticeship Programme involve?

- A comprehensive induction which will prepare you for your role within the Health Board
- You will have ‘off-the-job training’ to develop your learning
- You will have a mentor from the college
- You will attend workshops where you will have the opportunity to discuss and share ideas
- You will work towards vocational qualifications, building the levels as you grow
- You will have the opportunity to shadow members of the Digital Services Team as part of the induction process
- You will be assigned a workplace mentor, who will support you and help develop your skills throughout your programme

What will you be doing within your role?

Under supervision, you will complete a number of rotational placements that will develop your knowledge and skills:

Rotational area	Purpose and expected learning outcomes
Digital Operations	ICT are responsible for the operations of our digital services covering end user equipment, networks, servers and telecommunications. We are also involved in the implementation and deployment of new services, Web/ SharePoint development and enabling new builds and refurbishments with digital services. ICT are also the first point of contact for queries and requests for end users across the Health Board.
Digital Innovation and Transformation	Providing the innovation and delivery to ensure that any new technology is implemented using industry standard best practice and ensuring that full optimisation and business benefits are realised. The themes covered by the team include programmes and delivery, digital futures/ innovation and clinical informatics.

Information Services and Development (IS)	The Information Services department is made up of 3 teams as detailed below: • **Corporate Information team** is responsible for the provision of high quality information which is used for the effective management of the Health Board. • **Clinical coding** is the process where information that is written in the patient notes is translated into coded data, in compliance with National Coding Guidelines and directives issued by the NHS Wales Informatics Service. • **Information Development** is responsible for maintaining the Information Services Data Warehouse and the in-house reporting front-end 'IRIS' (Information Reporting Intelligence System).
Information Governance (IG)	Information Governance (IG) is the way in which the Health Board handles all of its information, in particular the personal and sensitive information relating to patients and employees. Good information governance is vital to make sure that staff across the Health Board handle information legally, securely and effectively to provide the best possible patient care.
Health Analytics	A team of highly skilled health information analysts who are responsible for providing focused delivery of information and analytics to develop robust value-added systems that will help inform managers in their decision making.
Digital Business Services	Working across all functions to provide governance, staff and service development, business partnering and digital communication. Which also includes switchboards across Hywel Dda that deal with approximately 9,000 calls per day through its 24/7 service. The team works closely with the Infrastructure Team who take the lead on all things technical.

Programme Overview

Level 2 Foundation Apprenticeship (12 months)

Individuals will complete the following:

- Apprenticeship Induction (College)
- Corporate Induction
- Team Induction
- Progress review every 61 days
- Mandatory Training E-learning Modules
- Study Skills
- Support with any learning needs
- Mentor Support and access to welfare officers (including housing, financial, well-being)

Apprenticeship consists of the following qualifications:

- Level 2 in Digital Application Support
- Application of Number Essential Skill Level 1
- Communication Essential Skill Level 1
- Digital Literacy Essential Skill Level 1

Level 3 Digital Application Support (18 months)

Individuals will complete the following:

- Level 3 in Digital Application Support
- Application of Number Essential Skill Level 2
- Communication Essential Skill Level 2
- Digital Literacy Essential Skill Level 2

What are the entry requirements?

- You must have a passion for all things digital
- You must have a good standard of numeracy
- You must be aged 16+ in September 2021
- You must have lived in the UK/EEA for the last three years
- You must have a good standard of literacy and grammar, with attention to detail and accuracy
- You must have a willingness to work on own initiative, independently and as part of a team
- You must be able to get on well with people at all levels and be able to communicate effectively
- Experience in the use of IT packages including Microsoft Word, Excel and email
- You must not hold a Digital Application Support Level 2 qualification or higher
- You must not be in any formal government-funded education at the time of starting the Digital Services Apprentice Programme

How do I apply?

We are looking to recruit two Digital Services Apprentices.

If you would like to apply for the Digital Services Apprentice opportunity, please visit the Hywel Dda website, or follow all of our Apprentice opportunities on our Facebook page: Swyddi Hywel Dda Jobs

Please keep an eye out for more information

Good Luck!

What happens next?

Once the closing date has passed, those who are successfully shortlisted will be invited to attend an assessment morning. This will be an informal session and give you the chance to meet us as well as get to know more information about the programme and job role.

When will you receive feedback?

Everyone who attends the assessment morning will be notified by the Digital Services Team if they have been successful or unsuccessful. If you are successful, you will start your employment as a Digital Services Apprentice with Hywel Dda University Health Board in September 2021.

What documents do you need to before you can start?

To ensure we can deliver an efficient and safe recruitment process, you will be asked to bring the following documentation (please read this carefully):

- Proof of the right to work in the UK
- Proof of identity
- Provide evidence for a DBS (Disclosure and Barring Service) check

Key Dates

Advert live: 31st March 2021
Closing date: 14th April 2021
Shortlist date: 15th April 2021
Selection Day: 19th May 2021
Feedback day: 26th May 2021

Why should you work for us?

Why apply for an apprenticeship in Hywel Dda University Health Board? Here's just some of the reasons why:

- Apprenticeships are a great first step into a career in the NHS
- Apprenticeships combine practical training with paid employment ('earn while you learn')
- You will be working alongside experienced staff to support you and help gain the practical skills you need
- You gain nationally recognised qualifications, with no tuition fees
- We offer 27 days paid holiday a year, plus additional Public Holidays
- Holiday entitlement increases with service
- It's a great experience, working as part of a team, making a real difference

Invest in your future. Come and join the Hywel Dda family. There's no better place to #TrainWorkLive

What should I do if I have a question?

If you would like to know more about the role, please contact Sarah at:

DigitalSeniorTeam.hdd@wales.nhs.uk

Or check out our twitter page @HddInformatics

For qualifications or apprenticeship queries, please contact the Apprenticeship Academy at:

apprenticeship.academy@wales.nhs.uk or phone 07971480755