



University Hospitals  
Bristol and Weston  
NHS Foundation Trust



North Bristol  
NHS Trust

# NHS Career Boost

# Objectives



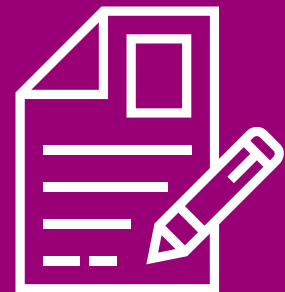
How to apply



Understanding job descriptions



Completing a good application form



CV tips

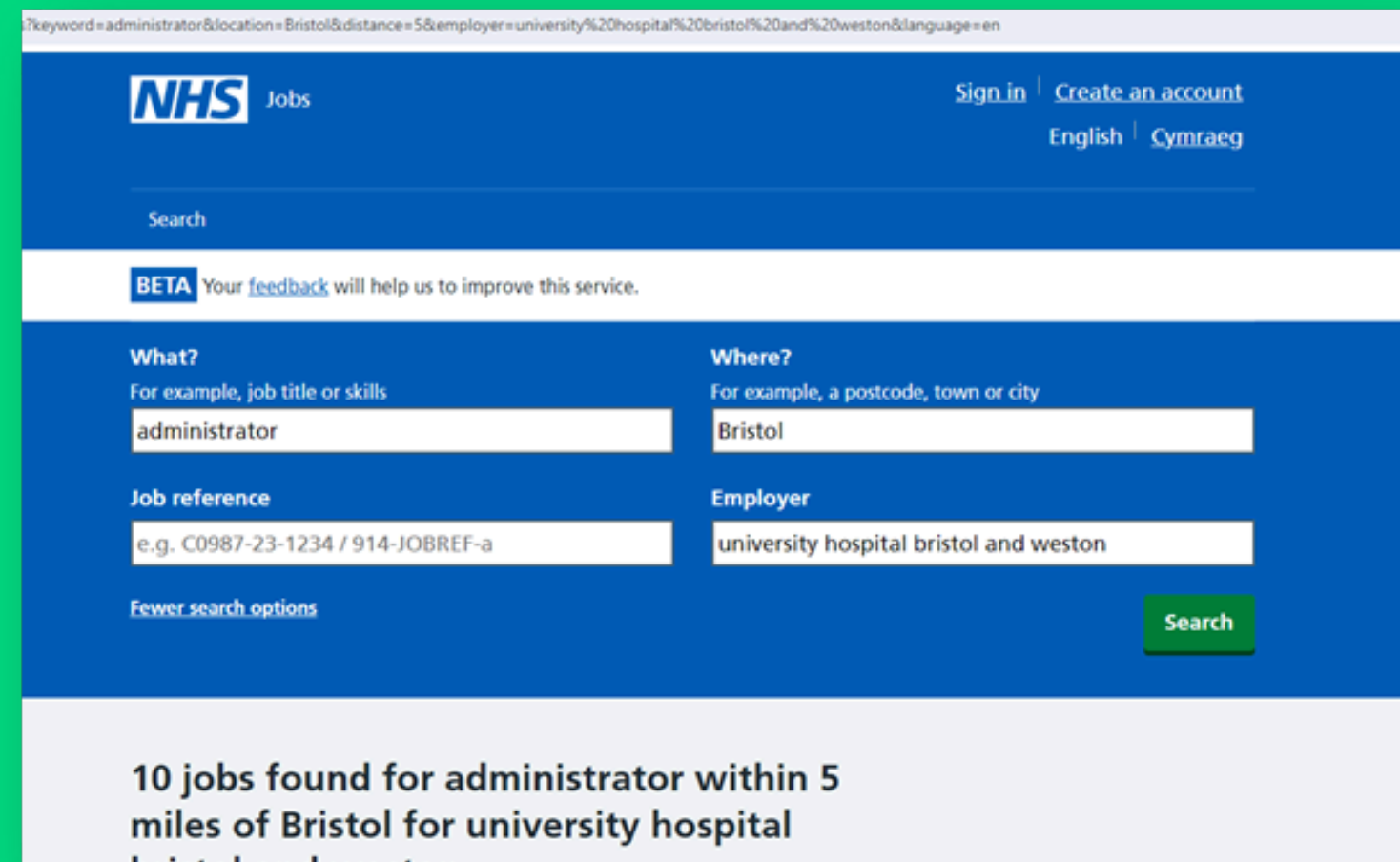


Interview tips and best practice

# Where to find NHS jobs

NHS Jobs Website

[www.jobs.nhs.uk/candidate/search](http://www.jobs.nhs.uk/candidate/search)



The screenshot shows the NHS Jobs website search interface. At the top, there is a search bar with the text "Search". Below the search bar, there is a "BETA" banner with the text "Your feedback will help us to improve this service." The search form is divided into four sections: "What?" (For example, job title or skills) with the input "administrator"; "Where?" (For example, a postcode, town or city) with the input "Bristol"; "Job reference" (e.g. C0987-23-1234 / 914-JOBREF-a) with the input "e.g. C0987-23-1234 / 914-JOBREF-a"; and "Employer" with the input "university hospital bristol and weston". There is a "Fewer search options" link and a "Search" button. Below the search form, the results are displayed as "10 jobs found for administrator within 5 miles of Bristol for university hospital bristol and weston".

# Understanding the job

A job description is a written explanation that outlines the essential responsibilities and requirements for a vacant position.

Personal Profile - (E) = Essential (D) = Desirable	
<b>Knowledge and Experience</b> <ul style="list-style-type: none"><li>• Demonstrable experience of recruitment and its administration in a busy environment with changing priorities (E)</li><li>• Excellent customer service experience including handling queries, complaints and sensitive information (E)</li><li>• Experience of team working to achieve deadlines and objectives (E)</li><li>• Experience of taking responsibility for managing workload and meeting deadlines (E)</li><li>• Knowledge of Equality &amp; Diversity legislation in relation to recruitment (E)</li><li>• Previous NHS experience (D)</li><li>• Previous experience of the Disclosure &amp; Barring Service checking process (D)</li></ul>	<b>Skills and Abilities</b> <ul style="list-style-type: none"><li>• Excellent communication skills (verbal, written, in person) with colleagues and internal and external customers (E)</li><li>• Proven ability for accuracy in written and verbal information (E)</li><li>• Ability to work under pressure, and maintain a customer-service focus, often with constant interruptions by telephone, urgent emails or in person (E)</li><li>• Proven ability to use Microsoft Office and related packages, including databases, spreadsheets and inputting and updating electronic information (E)</li><li>• Proven ability for using own initiative and judgement in delivering a customer-focussed service.</li><li>• Flexible approach to work (E)</li><li>• Reliable and capable of working with confidential and sensitive information (E)</li><li>• Ability to work alone with minimal supervision and manage own workload effectively (E)</li></ul>
<b>Aptitudes</b> <ul style="list-style-type: none"><li>• Flexible and adaptable approach to work (E)</li><li>• Capable of working with confidential and sensitive information (E)</li><li>• Self-motivator with high standards (E)</li><li>• Excellent organisational skills (E)</li><li>• Reliable (E)</li></ul>	<b>Qualifications and Training</b> <ul style="list-style-type: none"><li>• Good standard of education in GCSE or equivalent level (E)</li></ul>

Your application will be scored against this criteria. It is vital to show evidence against all the essential criteria.

***There is usually space in the supporting information to write this out.***

# Job application form

- Personal information
- Qualifications / courses attended
- Employment history – chronological order / gaps in employment
- References
- Supporting information

# CV tips

When would you use a CV?

# CV tips

- Remove date of birth and only include town from address
- Highlight your relevant skills and experience for the role you're applying for
- Stick to 1-2 pages with a easy-to-read format
- Start with a short intro about who you are and what you bring to the table
- Focus on achievements – show results, not just duties (e.g., “Increased productivity by 30% by...”)
- Use keywords – match words from the job description to get past screening software
- Proofread to avoid typos and keep language professional

# How to complete a good application

- Complete all sections of the application form
- Proofread your application, watch out for typos and grammar errors
- Personalise your answers based on the job description
- Research organisation you're applying for
- List your jobs from most recent first

# Supporting information/ Personal statement

The 'supporting information' section is your opportunity to sell yourself.

Use real life examples of how you meet the essential criteria:

*“During an emergency shift in the A&E department, I remained calm and efficiently assisted nurses in triaging patients, ensuring critical cases received immediate attention*

Be personable and passionate about applying for the role:

*“My passion for healthcare began when I cared for my grandmother during her illness. Witnessing the positive impact of compassionate care inspired me to pursue a career where I can support others in their most vulnerable moments.”*

Add any additional experience / work outside of your employment:

*“When I became a full-time carer for my mum for 5 years, I developed my communication skills and learned how important it is to be compassionate for those who are less abled”*

# Exercise

## Job Purpose

This is an exciting opportunity for a hardworking and enthusiastic individual to join the ENT Admissions department in an acute city centre hospital.

The applicant should have excellent organisational and interpersonal skills and the ability to work well under pressure. The ability to use their own initiative is essential. The post holder deals with patients, relatives, and healthcare professionals on the phone, and occasionally face to face, applicants must have excellent communication skills and will be expected to have a courteous and efficient telephone manner. They need to have an excellent working knowledge of Microsoft Packages such as Word, Excel, and Outlook.

The post holder will be required to work 37.5 hours per week between the hours of 08:00 and 17:00 – Monday to Friday.

Notice how the main duties & responsibilities provide a more in-depth picture of the role.

Both the job brief, main duties and essential criteria serve as a good structure or checklist to follow when writing your personal statement.

## Main Duties and Responsibilities

### Communication:

- To liaise with and act as a point of contact for queries from clinical and non-clinical staff
- Escalate patient queries, capacity problems and general issues to the role's line manager or relevant clinical staff as appropriate

### Patient Care:

- To show a caring and professional approach towards patients, relatives and carers. This may require acting with resilience to deal with sometimes distressed patients and relatives in an empathetic manner

### Organising and Planning:

- To monitor, manage and validate active and backlog waiting list data
- To manage patient communications via telephone and use Trust systems to create letters, emails and text reminders
- Implement the policy and investigate patients who do not attend (DNA) their appointment
- To initiate appropriate action to address issues to ensure patients do not breach maximum waiting times and ensure patients are given reasonable notice and choice of admission date in line with the PAP
- Attend appropriate meetings as required by the role's line manager

# Exercise

- Read through the job description for a Admissions Booking Co-ordinator to understand the requirements
- Write down the main attributes required for the job
- Using the job description, write down relevant key points and could be used to write your supporting information

# Interview

The interview invite will have all the information you need in preparation for your interview:

- Time and date of interview
- Whether it's in-person, online, over the phone or an assessment centre
- Name and contact details of the person holding the interview

# Interview prep

- Research the organisation: what are their values?
- Read the job description carefully
- Practice answers to common interview questions
- Prepare some examples – STAR method
- Think of some questions to ask

## STAR method:

- *Situation* - set the scene
- *Task* - explain your responsibility
- *Action* - explain what you did
- *Result* - share the outcome

## Examples of common interview questions:

- *Tell me about yourself.*
- *Why do you want to work here?*
- *What are your greatest strengths and weaknesses?*

# Exercise

Take some time to decide what would be the best answer to the following question:

**Tell me about yourself and why you are the best fit for the role.**

# Day of the interview

Before your interview:

- Give yourself plenty of time to arrive - plan your route the day before
- Be ready to start your interview 5 - 10 minutes before
- Think about the first impressions – dress code, personal hygiene, etc

During interview:

- Make good eye contact
- Be clear and concise in your answers
- Do not make assumptions the panel know the detail of your application/CV
- Ask the interviewer to repeat the question or explain further if needed
- Sell yourself
- Remember to use “I” instead of “we”.
- Be aware of your body language - try to relax and be as calm as you can
- Refer to your notes if you need to

# Questions