



Job Title: Allied Clinical Health Hub Intern

Unit/School: Cardiff School of Sport and Health Science

Grade: 1A/B

HERA: CSSHS306

Core purpose of role

This is a key post that will contribute to the ambitions of the University's Strategic Plan 'Strategy 2030'. This post is designed to improve the patient and student experience in the Allied Clinical Health Hub.

The post holder will provide a range of administrative support to healthcare clinics and associated academic activities undertaken in the Allied Clinical Health Hub (ACHH). The post holder will provide a reception service for patients, staff and students for all clinics and associated teaching areas within the Allied Clinical Health Hub.

Key responsibilities and contributions

- Assist with day-to-day administration and reception duties in the Allied Clinical Health Hub.
- Be a point of contact for patients, clients, staff, and students attending or supporting the clinical services offered by the Cardiff School of Sport and Health Sciences.
- Foster and ensure good customer service in order to enhance the student experience.
- Handle cash and other forms of payment from fee-paying patients.
- Ensure the health and safety of patients, staff, and students in the ACHH.
- Develop good working practices to optimise the provision of routine tasks.
- Support the technical staff by ensuring that equipment and materials are in place, maintained and functioning effectively and safely.
- Maintain confidential clinical information in accordance with appropriate UK GDPR and Freedom of Information legislation.
- Provide support to new and ongoing research activities within the Allied Clinical Health Hub.
- Work with the ACHH Lead, ACHH co-ordinator, technical and academic staff to maximise service provision in the clinics and undertake any general administrative activities as requested.



Person specification

Essential qualifications / Professional memberships

- Have graduated in a healthcare or business administration undergraduate degree, or equivalent.

Essential experience, knowledge and skills

1. Experience of administration or working in a health care or office setting.
2. Knowledge of Microsoft Office packages.
3. Excellent attention to detail in managing and prioritising tasks.
4. Ability to contribute to team discussions.
5. Ability to work with online systems.
6. Excellent customer service and interpersonal skills with the ability to interact with patients, students, and staff.
7. A positive attitude and proactive approach to problem solving.
8. Proven ability to work as an individual and as part of a team.
9. Integrity and confidentiality when dealing with sensitive personal and financial data.
10. Willingness to work flexibly and some evenings and / or weekends.

Desirable

1. Awareness of Health and Safety within a healthcare environment.
2. Experience in a customer service environment.

Welsh skill requirements

Welsh is essential to our students and staff and is a key part of our provision and services. For every position at Cardiff Met, proficiency in Welsh language is either essential or desirable. You can find information about the levels by viewing our booklet: [Welsh language skills levels](#). If a skill is listed as essential in the table below, please ensure you demonstrate this in your online application form.

Language level and general descriptor	Listening	Reading	Speaking	Writing
A1 – Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh.	Desirable	Desirable	Desirable	Desirable
A2 - Basic user Can deal with simple, straightforward information and communicate in basic Welsh.				
B1 - Intermediate user Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.				
B2 - Upper intermediate user Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.				
C1 - Fluent user Can communicate fluently in Welsh.				
C2 - Master user Can communicate fluently on complex and specialist matters in Welsh.				

Disclosure & Barring Service requirements

This post requires a standard DBS check.

Supporting information

The University is a dynamic organisation, and changes may be required from time to time. This job description and person specification is not intended to be exhaustive.

The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University's policies and procedures.