



Stacie Loy – JETS administration and clerical management lead

JAG is delighted to welcome Stacie Loy as administration and clerical clinical lead – a role Stacie steps into following her previous role as administration and clerical lead for the South West Endoscopy Training Academy.

The purpose of this blogpost is to help new users understand the purpose and principles of the administration and clerical framework. By providing an overview of Stacie's experience, knowledge, and her role within the project, we can highlight the opportunities and benefits that the framework creates for users.

What is the administration and clerical framework?

The administration and clerical framework is a really useful tool to support the learning and development of our administration and clerical endoscopy staff. Consisting of six core competency areas, it provides a clear structure and focuses on the core skills that are essential for the role. Users can reflect on their current knowledge and abilities, identify any gaps, and work with their mentor to create a development plan that will help them reach their full potential. They can also collect evidence as they work through each competency. It's a great way to recognise and celebrate the skills they already have, while supporting them to grow even further.

Our administration teams are incredibly skilled and hold so much knowledge. They're often the first people who patients speak to, and they spend a lot of time helping them to understand what to expect from their procedure. It's important that they feel confident and comfortable in what they do. With huge focus now on 'getting it right first time', having a clear, standardised framework to guide their learning is a big step towards making that happen.

How did the administration and clerical project come about?

The framework has existed for several years, but its use has been inconsistent and there was no standardised electronic version. The creation of the website has made it easily accessible to teams across the UK and Ireland, while also supporting a more streamlined and sustainable approach.



How did you become involved with the administration and clerical project?

I was working as the administration and clerical lead for the South West Endoscopy Training Academy and a large part of my time in this role was spent supporting teams across the South West with embedding the framework manually, which mostly consisted of paper-based competency and evidence portfolios. I was responsible for delivering training to staff and supervisors across the region, equipping them with the knowledge and understanding to use the framework. I was able to link in with teams across the region to better understand their needs and challenges around training. This was incredibly valuable work, and I have been able to use what I learnt to help guide others, sharing practical tips and best practice ideas for those just starting out on the electronic framework.

What changes are planned in response to the pilot?

We will be drawing on user feedback to make any amendments to the current framework and associated processes. We are keen to make everything as streamlined as possible and feedback from our users who are implementing the framework in an operational service is key to that.

What do you hope this framework will achieve?

The framework is all about supporting our staff with their development. Unfortunately, administration teams don't always get the same access to training as other colleagues, so it's been great to finally shine a spotlight on this part of the workforce. Our aim is to build a genuine culture of development, where everyone feels supported to grow. It would be fantastic to see this framework become a standard part of induction and training for our teams.


Training for endoscopy administration staff can often vary a lot, and there isn't always a clear structure. Due to the complex nature of the role, that lack of structure can sometimes lead to lower morale and higher turnover. By using the framework to guide training and development, I hope that staff will feel much more supported and confident in building a long-term, successful career in endoscopy.

By making sure that staff are properly trained, there should naturally be fewer errors, better efficiency and an overall improvement in patient experience.

One of the things that I like about the framework is that the skills are completely transferrable. Although it's been developed in the context of endoscopy, the basic principles – such as communicating with colleagues, supporting patients and planning your workload – are all core skills that can be applied in any role within a hospital service.

Was there any feedback during the pilot that made you re-think any aspect of the project for deployment?

Naturally, there are some concerns around services being able to release their staff for dedicated development and training time and this is completely understandable. We have created lots of guidance to hopefully make it as easy as possible for teams to adopt the framework. There is also a lot of opportunity for services to set up the processes in a way that works for them. It's important that we work together to ensure that our administration teams get a fair chance to access training.



I'd also love to see the framework expand to include supervisors and managers in the future, creating a clear development pathway. This idea has already received positive feedback, and it feels like a natural next step for the project.

What have been the highlights of this project so far?

I've had the opportunity to meet so many new people, not just in England but across the UK and Ireland. It's been a huge learning experience for me. I've gained a lot of knowledge that I can take back and share, and I've also been able to contribute my own experiences and insights along the way.

Our administration teams are often undervalued, so it's been great to highlight the amazing work that they are doing. Colleagues are often surprised when they realise just what goes into preparing a patient for an endoscopy appointment!

Is there anything you would want new users to know?

The framework may seem a bit daunting at first, but it's a really valuable tool for standardising training and identifying development needs within administration teams. It gives staff a great opportunity to showcase their skills and receive recognition for the important work that they do every day.