

## PERSON SPECIFICATION

**Post Title: Medical Secretary**

**Group/Department:**

**AfC C1416**

ATTRIBUTE	ESSENTIAL	HOW IDENTIFIED	DESIRABLE	HOW IDENTIFIED
<b>Experience</b>	<ul style="list-style-type: none"> <li>Substantial experience within the NHS.</li> <li>Knowledge of waiting list / patient management systems.</li> <li>Knowledge of PAS systems and other relevant databases.</li> </ul>	AF/I	<ul style="list-style-type: none"> <li>Cancer Services knowledge and/or experience</li> <li>Experience of managing 18 week pathways</li> <li></li> </ul>	AF
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>GCSE English and Maths Grade C and above.</li> <li>.Excellent IT skills to include complex databases.</li> <li>Evidence of relevant continuing professional development.</li> <li>European computer driving licence qualification (ECDL)</li> <li>AMPSAR qualification or evidence of extensive knowledge of medical terminology.</li> </ul>	AF AF/I AF  AF	<ul style="list-style-type: none"> <li>RSA Typing Level 2</li> <li>AMSPAR</li> <li>NVQ4 in a relevant subject to the role i.e. Business Administration or Leadership and Management or willingness to work towards</li> </ul>	
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Good team working skills.</li> <li>Flexible approach to work</li> <li>Good interpersonal skills.</li> <li>Excellent time management and organisational skills.</li> <li>Able to manage own workload and work on own initiative, taking appropriate action as necessary in the absence of the manager.</li> <li>Able to motivate oneself and others, and create a harmonious team atmosphere.</li> <li>To have ability to gain and maintain confidence and support of staff.</li> <li>To be able to set and meet targets in pressurised arena.</li> <li>Willing to challenge practice and embrace new ways of working.</li> <li>To be calm, approachable and courteous.</li> <li>To demonstrate innovation.</li> <li>To be confident with a positive attitude.</li> <li>To maintain confidentiality at all times.</li> <li>Ability to listen to others.</li> </ul>	Interview / Refs	<ul style="list-style-type: none"> <li>Able to manage others effectively and when necessary, deal with difficult and sensitive situations.</li> </ul>	
<b>Management / Supervision / Coordination skills</b>	<ul style="list-style-type: none"> <li>Strong organisational and leadership skills</li> <li>Evidence of problem solving abilities.</li> </ul>	AF/I	<ul style="list-style-type: none"> <li>Awareness of experience of how to manage change successfully.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Ability to manage work to a high standard.</li> <li>• To prioritise conflicting demands on time.</li> <li>• To be able to set and meet targets within stated timescales.</li> <li>• To conduct audits on workloads and develop and coordinate action plans accordingly.</li> <li>• Basic financial awareness and understanding.</li> <li>• To co-ordinate workflows and organise prospective cover as appropriate within budgetary limitations.</li> <li>• Awareness of NHS contracting deadlines.</li> <li>• Awareness of key issues within the NHS.</li> <li>• Able to provide mentoring to staff during training.</li> <li>• To negotiate effectively.</li> <li>• Ability to instigate conflict resolution measures.</li> </ul>		<ul style="list-style-type: none"> <li>• To be able to identify training needs of staff.</li> <li>• Ability to investigate local complaints within sphere of responsibility.</li> <li>•</li> </ul>	
<b>Written skills</b>	<ul style="list-style-type: none"> <li>• High standard of written English</li> <li>• To be able to write clear concise messages involving complex medical terminology.</li> <li>• Ability to write medical and non medical letters on behalf of the medical team.</li> <li>• Able to prepare departmental meeting documentation and produce clear, concise minutes.</li> <li>• Ability to interpret, analyse and report on data</li> </ul>	AF/Interview	<ul style="list-style-type: none"> <li>• Able to formulate policies</li> <li>• Able to comment on and produce documents such as policies/procedures/guidelines/reports</li> </ul>	
<b>Communication/Verbal skills</b>	<ul style="list-style-type: none"> <li>• To be able to speak clearly, receive and issues instructions in English without misunderstanding.</li> <li>• To be able to communicate with all levels of personnel including medical professionals, patients (parents) and outside agencies.</li> <li>• To comprehend complex instructions containing medical terminology.</li> <li>• To be able to relay clear, concise messages containing medical terminology without risk of misunderstanding.</li> <li>• To be able to use communication skills during face to face contact, telephone contact, email, internal and external meetings.</li> <li>• To provide effective communication at departmental and trust level.</li> <li>• To chair team meetings</li> </ul>	Interview		
<b>Responsibility for financial and physical resources</b>	<ul style="list-style-type: none"> <li>• To be responsible for departmental stock and non stock requisitions within budgetary limits.</li> </ul>	Interview	Ability to understand basic financial reports and manage pay and non pay budgets, including regular liaison with financial management team	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Extensive knowledge of medical terminology.</li> <li>• Knowledge of patient databases.</li> <li>• A specific understanding of the confidential nature of the work.</li> </ul>	AF/Interview		

	<ul style="list-style-type: none"> <li>• Knowledge of the NHS contracting deadlines.</li> <li>• Specific understanding of Trust policies, procedures and standards.</li> <li>• To be able to correctly lay out documents and make grammatical corrections as necessary.</li> <li>• Intermediate level knowledge of Microsoft office, including Word, excel, databases, intranet, internet.</li> <li>• Understanding of management and structure of Group.</li> <li>• Comprehensive knowledge of out patient booking systems and waiting list initiatives.</li> <li>• Knowledge of and responsibility for risk assessments.</li> <li>• Knowledge of and responsibility for induction of new and agency staff.</li> </ul>			
<b>Physical skills</b>	<ul style="list-style-type: none"> <li>• To be able to record messages using medical information and test results accurately.</li> <li>• Manual handling of patient records.</li> </ul>	AF//Certs		
<b>Mental Effort</b>	<ul style="list-style-type: none"> <li>• To be able to deal with frequent telephone queries.</li> <li>• Ability to maintain concentration for long periods of time whilst coping with interruptions.</li> <li>• Ability to manage and prioritise workloads between clinical and management responsibilities</li> <li>• To maintain team spirit and foster good working relationships amongst team members, and between team and management.</li> </ul>			
<b>Working Conditions</b>	<ul style="list-style-type: none"> <li>• Frequent VDU exposure.</li> <li>• To be aware of the possibility of being exposed to difficult situations that may result in verbal aggression.</li> </ul>	Interview		
<b>Emotional Effort</b>	<ul style="list-style-type: none"> <li>• To be able to deal with patients and relatives in a sensitive and sympathetic manner at all times, including when requesting urgent attendance at clinic, cancelling procedures at short notice and relaying results or other messages from medical staff.</li> <li>• Ability to deal with sensitive staff issues compassionately, fairly and within Trust guidelines.</li> <li>• Able to offer advice and guidance to staff.</li> <li>• Able to deal with conflict resolution in a sensitive and confident manner.</li> </ul>	Interview	<ul style="list-style-type: none"> <li>• Exposure to child protection information</li> </ul>	

### **Notes on completion**

Please complete only the criteria that are relevant to the post otherwise leave blank.

Essential criteria are those attributes required of the post holder without which an appointment cannot be made.

Desirable criteria are those attributes of the post holder, which would be useful, but not essential for the post holder to perform the role.

How tested: AF - Application Form  
I - Interview  
P - Presentation  
T - Test

If you have any queries please contact your Group Human Resources Manager