

**BIRMINGHAM AND SOLIHULL MENTAL HEALTH NHS FOUNDATION TRUST**

**PERSON SPECIFICATION**

**Medical Secretary**

<b><u>ATTRIBUTES</u></b>	<b><u>ESSENTIAL</u></b>	<b><u>DESIRABLE</u></b>	<b><u>HOW IDENTIFIED</u></b>
<b>TRAINING AND QUALIFICATIONS</b>	Educated in English GCSE (Level 4 or above) or equivalent AMSPAR Diploma, Medical Administration or Medical Terminology Qualification.	Experience of using RIO system. RSA II Typing/Text Processing	Certificates Application Form Typing Test
<b>KNOWLEDGE AND EXPERIENCE</b>	Significant admin/secretarial experience of working in a health or equivalent environment  Significant experience of Microsoft Office including databases /Word/Outlook/Excel, Power point/Publisher  Knowledge of good practice and system of work within secretarial/PA field  Understanding of Data Protection, the need for confidentiality and knowledge of Information Governance	Experience in working with people who suffer with Mental Health or other related problems  Knowledge of NHS policies.	Application Form Interview
<b>SKILLS</b>	Ability to audio-type Excellent written and communication skills Ability to work under pressure Ability to work alone or as part of a team Ability to work to tight deadlines Good organisational skills Ability to prioritise and organise own workload effectively. Minute-taking skills	Experience of dealing with a range of disciplines and agencies Supervisory experience	Interview Application Form References
<b>PERSONAL QUALITIES</b>	Adaptability/flexibility and ability to cope with change	To be empathic to clients needs and	Interview Application Form.

	Reliable and Self motivated Pleasant telephone manner Friendly and polite Assertive Non - judgemental attitude	communication barriers.	
<b>OTHER</b>	Ability to communicate at all levels Ability to display a high degree of interpersonal skills Special aptitude/abilities (e.g. initiative, leadership.)		Interview References