

## Kindness · Courage · Respect

### PERSON SPECIFICATION

#### MEDICAL SECRETARY

REQUIREMENTS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
<b>Education and qualifications</b>	<ul style="list-style-type: none"> <li>• RSA III or equivalent</li> <li>• GCSE or equivalent in English and Maths, grades A-C or equivalent experience</li> <li>• NVQ level II in business administration/customer care or acquired equivalent experience</li> <li>• Good knowledge of specialty specific patient pathways</li> <li>• Understanding of NHS confidentiality Policies and procedures</li> <li>• Understanding of Policies and procedures relating to data protection and Caldicott guidelines</li> </ul>	<ul style="list-style-type: none"> <li>• Computer Literacy Course e.g. ECDL</li> <li>• Understanding of Primary Care, GP and community services</li> <li>• Understanding of NHS complaints procedure</li> <li>• In depth understanding of medical technology appropriate to specialism</li> <li>• Thorough knowledge of healthcare administrative systems and processes</li> </ul>	Application / Interview/ Assessment
<b>Occupational experience and abilities</b>	<ul style="list-style-type: none"> <li>• Experience of using full range of IT systems and patient data systems</li> <li>• Experience of using Microsoft Office, including Word and Excel</li> <li>• Experience of scheduling appointments</li> <li>• Experience of working in a multi-disciplinary team</li> <li>• Customer Care experience</li> <li>• Accurate data entry, typing and checking skills</li> <li>• Ability to produce letters / reports using Word and Excel</li> <li>• Excellent interpersonal skills</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in the NHS</li> <li>• Experience of using digital dictation systems</li> <li>• Conflict resolution skills</li> <li>• Appropriate assertiveness skills</li> <li>• Experience of working in a healthcare setting</li> <li>• Experience of handling patient complaints</li> </ul>	Application / Interview/ Assessment

	<ul style="list-style-type: none"> <li>• Ability to communicate effectively with people at all levels</li> <li>• Ability to use own judgement to resolve problems and queries competently, including those of a sensitive and confidential nature</li> <li>• Ability to plan, prioritise and delegate workload</li> <li>• Manage and interpret data correctly to inform decision making</li> <li>• Ability to initiate &amp; co-ordinate change to own working practices</li> <li>• Understanding of patient priorities and performance targets related to appointments and waiting times</li> <li>• Awareness of how to escalate patient queries and concerns following Trust policy and procedure</li> </ul>		
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Must be able to demonstrate a clear understanding of core trust values and be able to articulate in practice</li> <li>• Ability to work for long periods on computer</li> <li>• Ability to maintain a professional approach at all times</li> <li>• Ability to follow and work to policies and protocols</li> <li>• Reliable and adaptable</li> <li>• Able to work as part of a team</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to travel if required</li> </ul>	Application / Interview / Assessment