

Person Specification

Department: The Sheffield Hand Centre Location: Northern General Hospital Drawn up by: Nikki Catch/Lucy Edwards	Job title: Medical Secretary/Waiting List Coordinator AfC band: Agenda for Change 4	Permanent ✓ Fixed-term Temporary Bank	Weekly Hours: 30 Monday, Wednesday, Thursday, Friday
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Shortlist Criteria relevant to the job	Essential Requirements necessary for safe and effective performance in the job	Additional/useful Where available, elements that contribute to improved/ immediate performance in the job	Evidence obtained from: Presentation - P Interview - I Skills assessment - S Application form - A
Qualifications (General education/further and professional)	GCSE standard of education including English and mathematics at grades C/4 or above (or equivalent) OCR 3 and/or RSA 3 Audio typing/word processing and/or secretarial qualification or equal demonstrable experience Diploma in Business Administration (level 4), or, experience in business administration that would equate to level 4, or, NVQ3 qualification plus other short courses (e.g. ILM3, ECDL)' or equivalent work experience demonstrated	I.T. qualifications such as NVQs Medical word processing qualification or equivalent	A, I, S

Experience (Previous/current work or any other relevant experience)	Significant experience working in an office environment Working knowledge of office practice and procedures Demonstrable track record achieving deadlines and targets Audio typing experience Experience using Microsoft Office and similar I.T. packages Supporting in management and scheduling of surgical waiting list Patient pathway / 18 week knowledge Responsible for ordering and maintaining office supplies/stationery	Previous experience in an NHS office environment Previous experience of STH Trust data systems Working knowledge of the Lorenzo patient administration system (or similar) Knowledge of medical terminology Medical audio typing experience Previous waiting list experience Previous experience of placing orders via Integra finance system or similar system.	A, I, S
Further training (Specialist/management previous job training) Special skills/aptitudes (Verbal, numerical, mechanical)	Excellent written and verbal English language communication skills Excellent standard of spelling and grammar A positive, polite and professional attitude to meet service needs with good demonstrable customer service skills. Excellent I.T. literacy and keyboard skills including the use of Microsoft Office software packages Ability to work under pressure in a fast-paced environment Good organisational skills and ability to work to deadlines Ability to work both independently and as part of a team Working knowledge of confidentiality, related legislation and codes of practice	Medical secretarial qualification and/or training Methodical and accurate approach to working	A, I A, I

Other factors	Willingness to work flexibly when required Willingness and ability to travel to other hospital sites when required		A, I
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Signed: _____
(Appointing officer)

Date: _____

Name: Nikki Catch

Designation: Service Manager