

PERSON SPECIFICATION

JOB TITLE:	Medical Secretary
JOB BAND:	Band 4

GUIDANCE FOR MANAGERS:

This document will not be used for the purpose of advertising the post but should be used as a tool to assist in the shortlisting of candidates. All role requirements detailed in this document, both essential and desirable that will be used to assess the suitability of a candidate must be added to the Role Requirements tab on the Trac System.

Qualifications & Education	Weighting (Essential or Desirable)
Medical Secretary AMSPAR Diploma	Desirable
GCSE or equivalent in English Grade C or above	Essential
RSA / OCR III in typewriting / word processing or equivalent	Essential
Proficient in the use of Microsoft Office Programmes including; Outlook, Word & Excel	Desirable
Business Administration NVQ Level 3 or equivalent experience in a clerical environment	Desirable

Knowledge and Training	Weighting (Essential or Desirable)
Knowledge of NHS Administration procedures	Essential
Knowledge of medical terminology	Essential
Proficient in use of Patient Administration System (Oasis)	Desirable
Demonstrates an excellent understanding of Patient confidentiality	Essential
Exhibits good organisational skills	Essential

Experience	Weighting (Essential or Desirable)
Previous experience & knowledge	Desirable
Previous experience as a Medical Secretary including word processing	Essential
Experience co-ordinating waiting lists and RTT targets	Essential

Communication & Relationship Skills	Weighting (Essential or Desirable)
Good communication skills – able to communicate with wider multi-disciplinary team	Essential
Demonstrates care and compassion	Desirable
Able to demonstrate an understanding of equality & diversity	Desirable

Analytical & Judgement Skills	Weighting (Essential or Desirable)
Willing to undertake training to meet the requirements of the role in an ever changing NHS	Essential
Evidence of researching position applied for	Desirable

Planning & Organisational Skills	Weighting (Essential or Desirable)
Ability to use own initiative	Essential
Flexible and adaptable	Essential
Ability to prioritise workload and meet deadlines	Essential
Ability to remain calm in a busy environment whilst working under pressure	Essential

Physical Skills	Weighting (Essential or Desirable)
Displays strong motivation and commitment	
Has self confidence and uses this to respectfully challenge where appropriate	
Treats all people equality and with respect	

Equality, Diversity, Inclusion and Trust Values	Weighting (Essential or Desirable)
Able to provide safe, caring, and effective services	Essential
Values and behaviours that reflect the Trust values of Care, Respect and Responsibility	Essential
Commitment to creating a diverse and inclusive workplace that is free from discrimination and where people feel they belong and their contribution is valued	Essential

Prepared by:	Jane Gritton
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