



We are Bradford: we value diversity and champion inclusion



**PERSON SPECIFICATION**

**Post Title: SUPPORT MEDICAL SECRETARY**

**Band: 3**

**Department, Location: ENT**

*An Equal Opportunity Employer*

*Bradford Teaching Hospitals NHS Foundation Trust positively welcomes applications from Disabled People and will make reasonable adjustments to posts in compliance with the Equality Act 2010.*

**E or D indicates whether a selection criterion is ‘Essential’ to the job role or ‘Desirable’.**

As a minimum a candidate must meet the essential criteria for the post to be recruited.

<b>Experience</b>	<b>How Identified</b>	<b>E/D</b>
Previous secretarial/office experience	Application Form/ Interview	E
Experience of relating to people at all levels	Interview	E
Experience of working face to face and/or telephone contact with the general public	Application/Interview	E
Medical Secretary Experience	Application Form/ Interview	D

<b>Skills</b> <i>Includes; Analytical &amp; judgemental Skills, Communication &amp; Relationship Skills, Physical Skills,</i>	<b>How Identified</b>	<b>E/D</b>
Excellent Interpersonal skills	Interview	E
Literacy and Numeracy skills	Application Form/ Interview	E
Excellent keyboard skills	Application Form/ Interview	E
Excellent verbal and written communication skills	Application Form/ Interview	E
Data quality knowledge	Interview	D
Excellent organisation and time management skills	Interview	E
Ability to work on own initiative including working to tight deadlines and prioritising work effectively	Interview	E
Able to deal with sensitive/confidential issues on a daily basis	Interview	E
Professional telephone manner	Interview	E
Able to work as part of a multi-disciplinary team	Interview	E
Ability to achieve thoroughness and accuracy when accomplishing a task	Application Form/ Interview	E
Able to work without direct supervision	Interview	E
Computer skills including Microsoft Office packages	Interview	E
Audio Typing	Application form/ Interview	E

<b>Knowledge</b> <i>Includes; Knowledge &amp; Training</i>	<b>How Identified</b>	<b>E/D</b>
Understanding of Information Governance and Confidentiality.	Interview	E
Understanding of equality and diversity issues and how this affects patients, visitors and staff	Interview	E

Understanding of what the NHS Constitution means to you, and your responsibilities to the public, patients and colleagues.	Interview	E
Knowledge and understanding of Microsoft Office packages, including use of Excel and Power-point, internet, e-mail etc...	Application Form/ Interview	E
Knowledge of Patient Administration System (or equivalent system)	Application Form/ Interview	D
Medical Terminology	Application Form/ Interview	D

<b>Qualifications</b> - <i>In most cases (where indicated *) demonstration of equivalent qualification, skills or experience is an acceptable alternative.</i>	<b>How Identified</b>	<b>E/D</b>
Educated to GCSE standard*	Application Form/ Certificates	E
Vocational qualification level 3 or	Application Form/ Interview	D
An appropriate speed and accuracy of typing is required for this role and this will be assessed at interview	Application Form/ Certificates/Test	E
Medical Secretary Diploma	Application Form/ Certificates	D

<b>Values and Behaviours</b> (some of these standard core values may be demonstrated in meeting other criteria cited on this person specification)	<b>How Identified</b>	<b>E/D</b>
<p>We are one team</p> <ul style="list-style-type: none"> <li>We trust each other and work together</li> <li>We talk clearly and honestly.</li> <li>We make every penny count.</li> <li>We get better all the time</li> </ul>	Application form/ Interview/ Test	E
<p>We care</p> <ul style="list-style-type: none"> <li>We are kind and compassionate.</li> <li>We take ownership and keep our word.</li> <li>We are passionate, proud and committed.</li> <li>We say thank you.</li> </ul>	Application form/ Interview/ Test	E
<p>We value people</p> <ul style="list-style-type: none"> <li>We respect each other and our patients</li> <li>We embrace difference</li> <li>We support each other</li> <li>We say when we have done well and learn from mistakes</li> </ul>	Application form/ Interview/ Test	E

<b>Other Requirements:</b>	<b>How Identified</b>	<b>E/D</b>
Includes; Working Conditions		
Able to fulfil Workplace Health & Wellbeing requirements for the post (with reasonable adjustments, if necessary). Including clearance on blood borne viruses, in compliance with Trust Policy.	Occupational Health Paper Screening, followed by an Immunisation Assessment in the first week of work	E
Able to work in a team. Good communication skills. Ability to work flexibly Smart and professional Appearance	Application/interview	E
Adaptable, flexible approach to work	Interview	E
Maintain a professional appearance	Interview	E