

**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>	RSA II Typing/Text Processing plus significant relevant secretarial experience Educated in English 'O' Level or GCSE equivalent Amspar Diploma or equivalent qualification/experience Medical Terminology Qualification.	Experience of using RIO system.	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.	Experience in working with people who suffer with Mental Health or other related problems Knowledge of NHS policies.	Application Form Interview

<b>SKILLS</b>	<p>Ability to audio-type</p> <p>Excellent written and communication skills</p> <p>Ability to work under pressure</p> <p>Ability to work alone or as part of a team</p> <p>Ability to work to tight deadlines</p> <p>Good organisational skills</p> <p>Ability to prioritise and organise own workload effectively.</p> <p>Minute-taking skills</p>	<p>Experience of dealing with a range of disciplines and agencies</p> <p>Supervisory experience</p>	<p>Interview</p> <p>Application Form</p> <p>References</p>
<b>PERSONAL QUALITIES</b>	<p>Adaptability/flexibility and ability to cope with change</p> <p>Reliable and Self motivated</p> <p>Pleasant telephone manner</p> <p>Friendly and polite</p> <p>Assertive</p> <p>Non - judgemental attitude</p>	<p>To be empathic to clients needs and communication barriers.</p>	<p>Interview</p> <p>Application Form.</p>
<b>OTHER</b>	<p>Ability to communicate at all levels</p> <p>Ability to display a high degree of interpersonal skills</p> <p>Special aptitude/abilities (e.g. initiative, leadership.)</p>		<p>Interview</p> <p>References</p>