

Person Specification

Post Title: Senior medical Secretary Band 4

Department: Surgical Division

Criteria	Essential or Desirable Criteria	
Education and Qualifications		
Educated to GCSE level standard English Language at Grade A – C (or equivalent)	E	
RSA II typing or equivalent experience	E	
NVQ II or III Business Administration		D
Experience		
Experience of using MS Office, particularly MS Word and Outlook	E	
Previous Secretarial/Office experience	E	
Experience of working with the general public and/or professionals	E	
Demonstrate and understanding of customer care/ability to work with sensitive and confidential information	E	
Experience of working within the NHS and an understanding of medical terminology		D
Experience of using Hospital systems, for example PAS (Patient Administration System)		D
Knowledge		
Knowledge and understanding of Confidentiality and the Data Protection ACT	E	
Understanding and working practice of NHS performance targets including 18 week referral to treatment times		D
Skills		
Good standard of written and verbal communication at all levels	E	
Organisational skills and a flexible approach to work	E	
Commitment to self-development	E	
Ability to prioritise workload and work under pressure to ensure deadlines are achieved	E	
Aptitudes		
Ability to adhere to Policies and Procedures and to work with confidential and sensitive information	E	
Ability to work independently or as a part of a team	E	
Flexible and responsive to change	E	
Self-motivated and ability to build rapport with patients and colleagues	E	