

Person Specification

Job Title: Medical Secretary

Band: 3

Criteria	Essential	Desirable	Measure (e.g. Application form/CV/interview)
Experience	<ul style="list-style-type: none"> • Good clerical / secretarial background, proven experience. • Microsoft Office applications including Word, Powerpoint, Excel and IT skills • Work involving contact with members of the public. • Audio Typing 	<ul style="list-style-type: none"> • Lorenzo experience • NHS experience 	
Qualifications	<ul style="list-style-type: none"> • GCSE grade 5/C or equivalent in English and Maths • NVQ level 3 in administration/secretarial or equivalent experience 	<ul style="list-style-type: none"> • ECDL • AMSPAR • NVQ 2 Business Admin • RSA/OCR 2-3 Text Production / Word Processing • RSA/OCR 2-3 Audio Typing 	
Knowledge	<ul style="list-style-type: none"> • Ability to maintain confidentiality at all times • Data Protection. • English language – ability to communicate well with others at all levels, both verbally and written. • Knowledge of all Trust/NHS targets • Good keyboard skills 	<ul style="list-style-type: none"> • Knowledge of NHS policies • Medical terminology 	

Personal Skills	<ul style="list-style-type: none"> • Ability to work well under pressure and to strict deadlines. • Ability to work on own initiative. • Ability to multi-task. • Team player. • Shows initiative • Good interpersonal skills. • Good eye for detail. • Ability to think laterally. • Able to communicate sensitively and tactfully with patients and carers • Friendly and professional telephone manner 		
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