

Kindness · Courage · Respect

PERSON SPECIFICATION

MEDICAL SECRETARY

REQUIREMENTS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Education and qualifications	<ul style="list-style-type: none"> • RSA III or equivalent • GCSE or equivalent in English and Maths, grades A-C or equivalent experience • NVQ level II in business administration/customer care or acquired equivalent experience • Good knowledge of specialty specific patient pathways • Understanding of NHS confidentiality Policies and procedures • Understanding of Policies and procedures relating to data protection and Caldicott guidelines 	<ul style="list-style-type: none"> • Computer Literacy Course e.g. ECDL • Understanding of Primary Care, GP and community services • Understanding of NHS complaints procedure • In depth understanding of medical technology appropriate to specialism • Thorough knowledge of healthcare administrative systems and processes 	Application / Interview/ Assessment
Occupational experience and abilities	<ul style="list-style-type: none"> • Experience of using full range of IT systems and patient data systems • Experience of using Microsoft Office, including Word and Excel • Experience of scheduling appointments • Experience of working in a multi-disciplinary team • Customer Care experience • Accurate data entry, typing and checking skills • Ability to produce letters / reports using Word and Excel • Excellent interpersonal skills 	<ul style="list-style-type: none"> • Experience of working in the NHS • Experience of using digital dictation systems • Conflict resolution skills • Appropriate assertiveness skills • Experience of working in a healthcare setting • Experience of handling patient complaints 	Application / Interview/ Assessment

	<ul style="list-style-type: none"> • Ability to communicate effectively with people at all levels • Ability to use own judgement to resolve problems and queries competently, including those of a sensitive and confidential nature • Ability to plan, prioritise and delegate workload • Manage and interpret data correctly to inform decision making • Ability to initiate & co-ordinate change to own working practices • Understanding of patient priorities and performance targets related to appointments and waiting times • Awareness of how to escalate patient queries and concerns following Trust policy and procedure 		
Personal Qualities	<ul style="list-style-type: none"> • Must be able to demonstrate a clear understanding of core trust values and be able to articulate in practice • Ability to work for long periods on computer • Ability to maintain a professional approach at all times • Ability to follow and work to policies and protocols • Reliable and adaptable • Able to work as part of a team 	<ul style="list-style-type: none"> • Ability to travel if required 	Application / Interview/ Assessment