

**MEDICAL SECRETARY  
PERSON SPECIFICATION**

Post Title: Medical Secretary

Group/Department:

**AFC:C0274**

ATTRIBUTE	ESSENTIAL	HOW IDENTIFIED	DESIRABLE	HOW IDENTIFIED
<p><b><u>Experience</u></b></p> <p>Specify the relevant experience required to be competent in role.</p>	<ul style="list-style-type: none"> <li>Relevant medical secretarial experience (or AMSPAR)</li> </ul>	Application form		
<p><b>Qualifications</b></p> <p>Specify the qualifications required to be competent in role:</p>	<ul style="list-style-type: none"> <li>RSA II Typing/Word Processing or equivalent</li> <li>GCE/GCSE English or equivalent, Grade C or above.</li> <li>AMSPAR Diploma (or relevant experience)</li> </ul>	Application form\certificates	<ul style="list-style-type: none"> <li>RSA III Typing/Word Processing or equivalent.</li> <li>Audio Typing qualification.</li> <li>Shorthand qualification, 60 wpm or above.</li> </ul>	Application form\certificate
<p><b>Personal Qualities</b></p> <p>.</p>	<ul style="list-style-type: none"> <li>Able to work as part of a team.</li> <li>Ability to manage own workload and work on their own initiative, taking appropriate action as necessary in the absence of the Consultant/Manager</li> <li>Able to work under pressure whilst remaining calm and approachable.</li> </ul>	Interview		
<p><b>Management / Supervision / Coordination skills</b></p> <p>Specify the level/type of skills required:</p>	<ul style="list-style-type: none"> <li>Strong organisational skills.</li> <li>Ability to maintain complete and accurate record systems.</li> <li>To co-ordinate your own work flow and to assist with the co-ordination of workflows for temporary/new members of staff.</li> </ul>	Application form/interview.		



	<ul style="list-style-type: none"> <li>• Ability to adhere to NHS contracting deadlines.</li> <li>• To be able to correctly layout documents and make grammatical corrections as necessary.</li> </ul>	Interview  Typing test		
Physical skills	<ul style="list-style-type: none"> <li>• Have an accurate typing speed of 60 wpm.</li> <li>• To be able to record messages, medical information and test results accurately.</li> <li>• Manual handling of patient records.</li> </ul>	Application form\certificates \typing test.	<ul style="list-style-type: none"> <li>• Shorthand/Medical Shorthand 60 wpm.</li> </ul>	Application form\Interview
Mental Effort	<ul style="list-style-type: none"> <li>• Be able to deal with frequent telephone enquiries.</li> <li>• Ability to maintain concentration over prolonged periods of time whilst coping with frequent interruptions.</li> <li>• Able to maintain composure in difficult situations.</li> </ul>	Interview		
Working Conditions	<ul style="list-style-type: none"> <li>• To be aware of the possibility of working in an environment with unpleasant smells or in a noisy/dusty/hot environment.</li> </ul>	Interview	<ul style="list-style-type: none"> <li>• To be aware of the possibility of being exposed to difficult situations that may result in verbal aggression.</li> </ul>	<b>Interview</b>
Emotional Effort	<ul style="list-style-type: none"> <li>• To be able to deal with patients and relatives in a sensitive and sympathetic manner at all times, including when requesting urgent attendance at clinic or cancelling procedures at short notice.</li> </ul>	Interview		

