Person Specification

Job Title	Medical Secretary
Grade	3
Reports To	Senior Medical Secretary

Criteria	Essential or Desirable Criteria	Assessment Method			
		A	I	T	R
Education and Qualifications					
Holds GCSE English Language at Grade A – C (or equivalent)	E	✓			
NVQ Level 2/3 Administration	D	✓			
RSA II or equivalent typing /Word processing	D	✓			
Experience					
Previous NHS administrative experience	D	✓			
Demonstrate an understanding of customer care	E	✓			
Understanding of medical terminology	D	✓			
Experience of working with general public and/or professionals	E	✓			
Knowledge					
Can demonstrate good standards of written and verbal communication, at all levels	E		✓		
Knowledge of Hospital Computer systems – Careflow/etrack/Medway/Epro/ICE	D	✓	✓		
Working knowledge of confidentiality requirements and data protection act	E	✓	✓		
Understanding of 18 week pathways	D	✓	✓		
Clear, concise verbal and written communication	E	✓			
Key Skills/Abilities					
Ability to prioritise own work load and work well under pressure	E	✓	✓		
Good written and verbal communication skills	E	✓	✓		
Ability to communicate at all levels	E	✓	✓		
Work well under pressure remaining calm and professional at all times	E	✓	✓		
Team player	E	✓	✓		
Reactive to change	E	✓	✓		
Personal Qualities					
Excellent time keeping skills	E	✓	✓		
Flexible / adaptable	E	✓	✓		
Reliable	E	✓	✓		
Self motivated	E	✓	✓		

Other						
Awareness and respect for colleagues, patients and relatives cultural, religious and emotional needs and beliefs	E			✓		
Able to demonstrate behaviours consistent with the Trusts Values and Behaviours	E			✓		
Smart professional appearance & behaviour	E			✓		
Ability to work with confidential and sensitive information	E			✓		
Punctual	E			✓		
Conscientious and self-motivated	E			✓		
Good previous attendance record	E					✓