

HIGHER LEVEL MEDICAL SECRETARY

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms



Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level – from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction – between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework – it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

- Take a moment before entering a patient's space – centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions – consider how your approach made the patient or family feel

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- Support a Consultant and their clinical team by providing a high-quality secretarial and administrative service.
- Act as a key point of contact for patients, carers and staff, helping to ensure clear communication and a positive patient experience.
- Manage appointments, waiting lists, clinic schedules and patient information to support the smooth running of services.
- Prepare accurate letters, reports and other documents, while handling sensitive and confidential information with care.
- Organise workloads, meetings and office systems, using initiative to prioritise tasks and meet deadlines in a busy environment.
- Work closely with colleagues across the Trust, providing guidance and support when needed and helping to maintain an efficient service.

Job Description

Job title:	Higher Level Medical Secretary
Grade:	Band 4
Site:	The Princess Royal Hospital
Accountable to:	MSK Administration Manager
DBS required:	No

POST SUMMARY

The post holder is a pivotal person in the patient's relationship with the hospital, the clinical team and the Consultant. The post holder provides a complete medical secretarial and administrative service to the Consultant and their team across a wide range of activities the majority of which are non routine. The post holder will assist in the organisation of the Consultant's workload and will effectively support activities with other hospital staff to ensure that an efficient service is provided. It is essential that the post holder exercises initiative and independent judgement whilst maintaining a high level of confidentiality and diplomacy at all times without immediate access to line supervision. In addition the post holder is co-responsible for managing, maintaining and administering various data sources which may include waiting lists, clinic lists and/or theatre lists.

SCOPE OF POST

The post holder is expected to work accurately under pressure with the ability to manage and prioritise their own workload; providing and receiving information which may require tact, diplomacy and persuasive skills as there may be barriers to understanding either due to a cultural difference or knowledge of the process.

MAIN DUTIES AND RESPONSIBILITIES

ORGANISATION

- Organise the office efficiently in a complex, changing environment.
- Manage multiple tasks a significant and substantial number of which are non routine ensuring that deadlines are met.
- Prioritise and organise own workload; making decisions and initiating action where necessary, ensuring the smooth running of the office/team through shared knowledge and cover.
- Ensure that the results of tests and investigations for patients are received; shown to medical staff and all relevant ongoing arrangements are carried out.
- Using own initiative ensure that results which require immediate action are presented to the Consultant or other senior member of the Medical Team\Multi-Disciplinary Team (MDT) in a timely manner and clinical responses are completed.
- Arrange and service meetings as requested; taking and transcribing minutes and any follow-up actions as requested.
- Using the in-house patient data tracking system ensure that all patient case notes passing through the office are booked in and out appropriately.
- Monitor and manage, as appropriate, outpatient clinic and operating lists to ensure they are booked and adjusted maintaining correct Doctor\Patient ratio. This should be done by analysing Medical Staff Rotas, the Consultants diary and the clinical priorities of patients.
- Where appropriate manage waiting lists in accordance with current guidelines, taking the relevant action required ensuring that appropriate targets are achieved, identifying potential breaches as determined by waiting time initiative targets.

PROVISION OF PERSONAL ASSISTANT (PA) ROLE

- Provide a PA Role for the Consultant and a co-ordinating role for the clinical team, dealing with internal and external queries effectively, drafting replies, taking and acting upon messages. Providing and receiving information which may require tact or persuasive skills as there may be barriers to understanding.
- Receive and open incoming correspondence, taking action as appropriate.

- Manage and collate electronic and manual diaries for the team.
- When required arrange domiciliary visits ensuring relevant claim forms are completed.
- Respond appropriately to contentious, sensitive and difficult enquiries to ensure a satisfactory conclusion.
- Assist with the investigation and compilation of responses to complaints within optimum deadlines and maintain legal\complaint files.

SUPERVISION

- Supervise and mentor trainee medical secretaries\agency\support and/or new staff within the department. Provide guidance on allocation and prioritising of workload to support\relief staff.
- Implement existing policies and procedures to provide cover for colleagues during periods of absence to maintain adequate levels of service delivery.
- Cascade knowledge, information and training to other members of the team.

COMMUNICATION

- Using MS Office applications produce accurate, high quality typewritten material such as clinic letters, discharge summaries, domiciliary visits, medical reports, rotas, references, clinical and general correspondence. Regularly using complex and sensitive medical terminology from audio transcription, shorthand, handwritten correspondence, self generated correspondence or from an outline of what is required, some of which may be dictated but not signed.
- Respond to telephone calls from anxious and distressed patients and carers, analysing information and offering non-clinical guidance by using own judgment in a professional and competent manner.
- Respond appropriately to contentious, sensitive and difficult enquiries to ensure a satisfactory conclusion.
- Communicate appropriately with a range of people at different levels of the organisation.
- Communicate with a wide range of external organisations including legal and government agencies.

INFORMATION

- Keep up to date with technological developments with regard to developing appropriate skills in the use of current office technology following appropriate consultation and training eg word processing, spreadsheets, databases, electronic mail, presentations etc.
- Manage and maintain comprehensive office systems including bring forward systems (eg reminders), prompt access to information and preparation of papers for meetings.

- Manage and maintain electronic systems (eg database/spreadsheet) containing patient-related information, analysing as required.
- Participate in internal and external audit/research and development for professional bodies collating and producing data as required.

GENERAL

- Implement and adhere to agreed policies, procedure, protocols including national initiatives and propose changes on improvements to departmental working practices.
- View the Service as Trust wide and therefore must be flexible with regard to location
- Participate in reflection, self evaluation and continuous professional developments including performance review.
- Contribute to ongoing projects as required.
- Maintain and encourage safe working practices and environment in accordance with local Health and Safety policies.
- Assist in the management of resources by monitoring stationery levels, order as appropriate, and reporting faulty office equipment to the correct person.
- Occasionally handle cash and cheques ensuring that donated funds are handled appropriately in accordance with current policies.

ENVIRONMENT

- The post holder will be aware of physical effort with regard to sitting for long periods to carry out word processing and the manual handling issues related to transfer of substantial numbers of heavy medical notes.
- Exposure to frequent interruptions to routine, relating to telephone calls and personal requests and demands.
- Be aware of the prolonged exposure to Visual Display Units (VDU) and the associated health and safety risks.
- Frequent exposure to working in a stressful environment which could include coming into contact with ill, abusive and aggressive patients.
- Exposure to medical photographs within clinical notes which could be of a distressing nature.

Person Specification

	Essential	Desirable
Qualifications	• Knowledge of Microsoft Office packages eg PowerPoint, Word, Excel and other IT skills acquired through training and practical experience • 4 GCSE (C and above) or equivalent • RSA Stage 3 typewriting, word processing (or equivalent)	• AMSPAR • ECDL • NVQ 3 Business Admin
Experience	• Experience in audio typing • Customer Care • Secretarial procedures • Knowledge of software programs • Substantial previous secretarial experience • Medical Terminology (with the ability to reach the required standard in medical terminology by the end of a 12-month period)	• Medical Secretarial/PA • Experience of compiling rota's • Knowledge of PAS systems
Knowledge and skills	• Excellent command of English • High standard of grammar and spelling • Able to prioritise • Well organised • Good time management • Reliable • Team worker • Patient focused • Calm and confident • Able to use own judgment • Able to concentrate for long periods, while transcribing audio tape which may contain distressing information	• Minute taking • Touch Typing

	• Able to communicate sensitively and tactfully with patients and carers • Knowledge of good practice and system of work within secretarial/PA field. • Knowledge of Health and Safety in the Workplace • Understanding of confidentiality/data protection issues.	
Other	• The post-holder will be required on occasions to perform tasks outside of the designated department, therefore flexibility is key • A requirement may be made to operate on another site within the Trust	

General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are

employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of

Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of

work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

