

MEDICAL SECRETARY SUPERVISOR – ONCOLOGY AND HAEMATOLGY

Candidate Pack



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.

- The Supervisor of Medical Secretaries helps make sure the secretarial team in Oncology and Haematology runs smoothly each day.
- The role includes leading the team, planning work, and making sure staff give a high-quality service to Consultants. It also involves supporting staff, managing problems, and keeping information private and safe.
- The supervisor trains new staff, handles recruitment tasks, and keeps records up to date.
- They also manage budgets, organise equipment, and make sure all systems and processes follow Trust rules. Communication is a key part of the job, including helping staff, working with doctors, and dealing with questions or complaints from others.

Job Description

Job title:	Supervisor of Medical Secretaries
Grade:	Band 5
Site:	The Royal Shrewsbury Hospital
Accountable to:	Assistant Operations Manager for the Oncology and Haematology Centre
DBS required:	Not required

Post Summary

As Supervisor of the Oncology and Haematology Centre Medical Secretaries the post holder is responsible (unsupervised) for the day to day management of the Medical Secretaries to effectively lead, supervise, co-ordinate and direct the activities of the team to ensure a high class service to the Consultants and their teams within the Centre using acquired in-depth knowledge and experience of service. It is essential that the post holder is able to exercise independent judgement based on proven extensive experience of PA/Medical Secretary roles within the NHS whilst always maintaining a high level of confidentiality and diplomacy.

Scope of Post

As Supervisor of the Medical Secretaries the post holder is expected to work (unsupervised) accurately under pressure with the ability to manage and prioritise their workload. Using proven ability and experience/knowledge of a supervisory role regularly provide and receive confidential/sensitive information which will require

tact, diplomacy, negotiating 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

General

- Ensure a high quality secretarial service is provided to Consultants and their teams based within the Trust and to visiting Consultants and their teams. Using independent judgement/initiative regularly identify and develop changes to encompass changes in working practices to achieve acceptable standards within the remit of Clinical Governance
- Allocate workload to the support medical secretaries/bank medical secretaries
- Adjust staffing levels to compensate for sickness and annual leave and to organise relief cover where and when appropriate within the constraints of the Medical Secretary budget
- Develop team working to ensure cross cover within defined specialty teams
- To effectively manage sickness absence of staff within the team, by managing absence levels and addressing the causes of absence, whilst acknowledging a commitment to supporting staff as far as is reasonable.
- Authorise/record staff leave requests to ensure adequate cover at all times within the secretariat
- Using acquired independent judgement/ interpersonal/communication skills evaluate need for/organise staff referrals to Trust Occupational Health Department/Trust Counselling Service when necessary which routinely involve discussion around delicate personal and private issues of staff
- Implement and maintain a staff appraisal and performance review system providing advice as necessary using your extensive experience and knowledge.
- Ensure any incident, accident or untoward occurrence is handled and reported in line with current Trust policy
- Responsible for purchase/maintenance of essential office equipment to ensure an efficient office environment within Health & Safety guidelines
- Initiate review of existing systems with a view to developing/ implementing improvements where necessary
- Ensure compliance with all Trust HR policies and procedures

Recruitment/Staff Establishment

- Create and submit job vacancy advertisements to Trust Recruitment Office for inclusion in appropriate newspapers/job centres/web sites/Trust vacancy bulletins
- Point of contact for advice to potential applicants for vacancies within the Secretariat
- Using independent judgement, knowledge and extensive experience of medical secretarial work/procedures analyse applications received/interview candidates and appoint accordingly
- Undertake all necessary secretarial work arising from recruitment and selection of staff.
- Record all staff establishment changes as necessary
- Responsible for completion of ESR forms to adjust hours/salary/circumstances as necessary
- Foresee and plan for future requirements when additional medical personnel are appointed by the Operational Manager and to continually re-assess and develop the service provided in order to meet organisation and contractual changes

Budget and Nominal Roll

- Ensure the medical secretariat is maintained within the constraints of the allocated budget being mindful and reminding staff of Centres saving targets
- Authorised signatory for procurement of equipment and supplies up to an allocated amount
- Monitor monthly nominal roll regarding correct/up-to-date establishment of staff and take any necessary remedial action via ESR team / Finance Link.

Training

- Devise and develop in-house departmental induction system for all new staff in addition to training and mentorship using acquired background knowledge of practices and procedures
- Independently identify training needs and develop/arrange in-house or outside training as necessary
- Produce and regularly update handbook for ongoing referral built on post holder's extensive acquired knowledge of medical secretary working practices within the NHS
- Ensure all new staff receive training for Trust IT systems as an important factor in Department working practices and within remit of Clinical Governance
- Establish and maintain a system of mandatory training for all staff, keeping a record of attendance and ensuring staff attend such training sessions.

COMMUNICATION

- Act as first point of contact for Oncology and Haematology Centre Medical Secretaries regarding any ongoing problems within the secretariat which need to be solved/resolved without reference to the Operational Manager requiring excellent inter-personal skills to ensure equality and diversity within the team
- Be responsible for maintaining good relationships with Consultant staff and all hospital departments
- Performance manage, counsel and discipline staff using acquired knowledge when necessary in accordance with Trust policies. This regularly involves negotiating, persuasion, tact and diplomacy in unpleasant/emotive atmospheres requiring extensive in-depth knowledge of both supervisor/medical secretary roles together with excellent independent judgement/analytical skills
- Act as mediator between staff members and between staff and other disciplines
- Maintain communication system for staff regarding Trust developments e.g. monthly Team Brief
- Motivate and encourage staff using persuasion to comply with new practices and procedures.
- Regularly reassure, provide morale support and empathy when necessary in dealing with sensitive and distressing situations involving staff taking prompt remedial action as necessary
- Recognise potential relationship problems within the secretariat and take necessary action to avoid absence/unpleasant working conditions for those involved
- Using independent judgement and acquired knowledge of service investigate/prepare response to all complaints/clinical incidents within area of responsibility and make changes in response to complaints accordingly
- Act as main point of contact within Oncology and Haematology Centre Secretariat regarding enquiries/complaints regarding from outside agencies e.g GPs, patients, relatives
- Using MS Office applications regularly generate correspondence to medical secretaries (sometimes of a sensitive nature) as necessary regarding personnel/personal issues using acquired in-depth interpersonal/communication skills; input data relevant to medical secretaries
- Liaise with other Supervisors/Office Managers to maintain equality and clarity within the medical secretary practice and procedures

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 on a regular basis.
- 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.
- Management of resources by monitoring stationery levels, order as appropriate, identifying and reporting faulty office equipment to the correct person.
- Handle cash and cheques ensuring that donated funds are handled appropriately in accordance with current policies.

ENVIRONMENT

- Regular exposure to unpleasant/emotional circumstances when dealing with difficult disciplinary or personal issues involving staff
- Constant exposure to interruptions in concentration (by telephone/email or direct contact with the medical secretaries/Consultant or medical staff/outside agencies) to provide advice, knowledge or information appropriate to supervisor role often requiring immediate attention.
- Maintain and encourage safe working practices within Surgical Centre Secretariat in line with Trust Health & Safety Policy

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • General good all round standard of education; able to demonstrate a level of English language and grammar commensurate with composing own letters/reports & ability to correct other correspondence as necessary. • Audio transcription • RSA Stage 3 typewriting, word processing (or equivalent) 	<ul style="list-style-type: none"> • AMSPAR • Educated to degree level
Experience	<ul style="list-style-type: none"> • Extensive higher level medical secretarial experience within the NHS • Administration at a senior level • Knowledge of software programs e.g. Microsoft, Powerpoint, Excel. • Customer care 	
Knowledge and skills	<ul style="list-style-type: none"> • Ability to encompass the role of Supervisor of Medical Secretaries using independent judgement/analytical skills and in-depth understanding of supervisor/medical secretary procedures and practices • Counselling of distressed and emotional staff issues. 	<ul style="list-style-type: none"> • Example • Example • Example

	<ul style="list-style-type: none"> • Organisation and time management skills, ability to prioritise own workload. • Ability to work under pressure and meet tight deadlines. Able to use own initiative and problem solve. • Staff and patient focused • Calm and confident • Able to communicate sensitively and tactfully with medical secretaries/ Consultants, patients and carers • Experience of minute taking • Ability to encompass the role of Supervisor of Medical Secretaries using independent judgement/analytical skills and in-depth understanding of supervisor/medical secretary procedures and practices • Counselling of distressed and emotional staff issues. • Organisation and time management skills, ability to prioritise own workload. • Ability to work under pressure and meet tight deadlines. Able to use own initiative and problem solve. • Staff and patient focused • Calm and confident • Able to communicate sensitively and tactfully with medical secretaries/ 	
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	Consultants, patients and carers <ul style="list-style-type: none"> • Experience of minute taking 	
Other	<ul style="list-style-type: none"> • The post-holder will be required on occasions to perform tasks outside of the designated department; therefore flexibility is key. 	

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.

