



## PA/Higher Level Secretary

INFORMATION FOR CANDIDATES

## ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



# OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

## Our Vision:

“To provide excellent care for the communities we serve”

## Our Values:



## OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

## OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

## A MESSAGE FROM OUR CEO

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

We are looking for an inspiring, motivated individual who demonstrates our values, and who can provide clear vision and direction as we continue to move forward.

You will know that our Trust is on an improvement journey. Our recent Care Quality Commission inspection demonstrates that we are making progress towards our aim of Getting to Good, despite the challenges of a pandemic. We also know that we have more to do and that we must sustain the changes if we are to keep on improving. We are wholeheartedly committed to this and have plans in place to support this including our exciting Hospitals Transformation Programme. This will support the reconfiguration of where and how we deliver our services and the modernisation of our facilities and infrastructure, so that we can deliver better quality care for all of our communities.

It is a really exciting time to be a part of our Trust. I hope that you will join us to help steer and support us on our journey.

*Louise Barnett*

Louise Barnett  
CHIEF EXECUTIVE OFFICER

# COLLEAGUE BENEFITS

## GENERAL

27 days annual leave entitlement at joining, 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

Option to buy and sell additional annual leave

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

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

## HEALTH AND WELLBEING

### PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

### PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

### HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

## LEARNING AND DEVELOPMENT

### COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

### LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

### ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

### APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



## JOB DESCRIPTION

<b>Job Title</b>	<b>PA/Higher Level medical Secretary</b>
<b>Band</b>	<b>4</b>
<b>Directorate</b>	<b>Medicine and Emergency Care</b>
<b>Accountable to</b>	<b>Assistant Operations Manager</b>
<b>DBS Required?</b>	<b>No</b>

## JOB PURPOSE

To provide a full, professional and confidential PA/secretarial service to the Clinical Lead for Acute Medicine and the Consultant Acute Physicians. 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 medical secretarial and administrative service to the Lead 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 coresponsible for managing, maintaining and administering various data sources. The post holder will play a pivotal role in assisting in the overall development of the service to ensure it

operates efficiently and effectively.

## Scope of Post

- The post holder will provide a personal and confidential secretarial role and give full administrative and secretarial support of the highest quality using a number of software packages.
- Responsible for organising diaries and coordinating meetings with individuals and groups both within the Centre and the wider Trust.
- Producing letters, documents and reports in a variety of formats to a high standard.
- Provide a complete and comprehensive PA support role for Acute Medicine meetings including Clinical Governance and Mortality and Morbidity.
- Many duties are of a confidential, sensitive and complex nature and involve aspects of patient care. Tact, diplomacy and discretion will be required in dealing with confidential and sensitive issues.
- The post holder is expected to provide and receive information which may require persuasive skills as there may be barriers to understanding either due to a cultural difference or knowledge of the process.
- Facilitate effective liaison with people at all levels including senior staff in the NHS and partner organisations. The post holder must be able to work within a multi-disciplinary team and be a point of contact via telephone, email, and letter or in person for all other departments across the organisation and external agencies including patients and GP's.
- It is required that the post holder can plan their work autonomously and adapt their workload as necessary to meet any deadlines and priorities.
- The post is subject to frequent interruptions.

## 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 investigation reports for patients are received; shown to medical staff and all relevant ongoing arrangements are carried out.
- Using own initiative ensure that any results/investigation reports which require immediate action are presented to the Consultants or other senior members of the team in a timely manner and clinical responses are completed.
- Arrange and service meetings including appraisals for medical staff 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. Operations Manager Assistant Operations Manager PA/ Higher Level Medical Secretary Deal with requests from the Coroner, Mortuary and liaise with the Bereavement Office in respect of death certificates for deceased patients.
- Keep records of annual leave and study leave requests and sickness absence for medical staff and forward to Clinical Lead / Operations Manager / Centre Manager for processing.
- In the absence of the Rota Co-ordinator / Rota Planner, monitor, as appropriate, medical staff rotas within Acute Medicine to ensure they are up-to-date, available on electronic systems i.e. Rotawatch and adjusted as required to maintain the correct cover. This may also require regular contact with internal locums to cover any locum shifts.
- In the absence of the Rota Co-ordinator / Rota Planner provide information as required in respect of rota cover and prepare the weekend plan from the rotas as required.

## Provision of Personal Assistant (PA) Role

- Provide a PA role for the Clinical Lead and a co-ordinating role for the Acute Physicians, 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.
- Provision of a full and comprehensive support to all Acute Medicine meetings, distribution of papers, taking of minutes and updating action plans as required.
- Ensure and relevant papers from meetings are presented to the Senior Management team within the Emergency Centre, within the required timescales.
- Receive and open incoming correspondence, taking action as appropriate.
- Manage electronic and/or manual diaries for the Acute Medicine Clinical Lead and Acute Physicians.
- 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 communication to General Practitioners and other health professionals clinic letters, discharge summaries, complaints correspondence, medical reports, rotas, references, minutes of meetings, 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 and requests for information 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 filing; bring forward systems (e.g. reminders), prompt access to information and preparation of papers for meetings.
- Manage and maintain electronic systems (e.g. 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

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

# QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Knowledge of Microsoft Office packages eg PowerPoint, Word, Excel and other IT skills acquired through training and practical experience</li> <li>• 4GCSE (C and above) or equivalent</li> <li>• RSA Stage 3 typewriting, word processing (or equivalent)</li> </ul>	<ul style="list-style-type: none"> <li>• AMSPAR</li> <li>• ECDL</li> <li>• NVQ 3 Business admin</li> </ul>

# EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Experience in audio typing</li> <li>• Customer Care</li> <li>• Secretarial procedures</li> <li>• Knowledge of software programs</li> <li>• Previous secretarial experience</li> <li>• Medical Terminology (with the ability to reach the required standard in medical terminology by the end of a 12 month period)</li> <li>• Knowledge of good practice and system of work within secretarial/PA field. Knowledge of Health and Safety in the Workplace</li> <li>• Understanding of confidentiality/data protection issues.</li> </ul>	<ul style="list-style-type: none"> <li>• Medical Secretarial/PA Experience of compiling rota's</li> <li>• Knowledge of PAS systems</li> <li>• Knowledge of NHS policies</li> </ul>

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## SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Excellent command of English</li> <li>• High standard of grammar and spelling</li> <li>• Minute taking</li> <li>• Able to prioritise</li> <li>• Well organised</li> <li>• Good time management</li> <li>• Team worker</li> <li>• Patient focused</li> <li>• Calm and confident</li> <li>• Able to use own judgment</li> <li>• Able to concentrate for long periods, while transcribing audio tape which may contain distressing information</li> <li>• Able to communicate sensitively and tactfully with patients and carers</li> </ul>	<ul style="list-style-type: none"> <li>• Touch typing</li> </ul>

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## OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>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</li> </ul>	

## 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; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of

# INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. 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; and
- 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 colleagues; and
- 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; and
- 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.

- Confidentiality and Security - Your attention is drawn to the confidential 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 - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. 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, to protect yourself and the Trust from any possible 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 continuous personal development including, 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; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

# SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

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

# 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 is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is 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.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

## EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

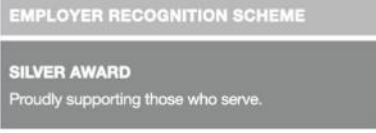
## NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

## MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.







## The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

[Getting to The Royal Shrewsbury Hospital](#)

## The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

[Getting to The Princess Royal Hospital](#)