

**PERSON SPECIFICATION**  
**Higher Level Medical Secretary Ophthalmology – Band 4**

| <b>SPECIFICATION AREA</b>  | <b>ESSENTIAL</b>   | <b>DESIRABLE</b>   |
|----------------------------|--|--|
| Education /Training        | <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>• 4 GCSE Grade 9-4 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 Attainments | <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>• Significant 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> </ul>  | <ul style="list-style-type: none"> <li>• Medical Secretarial/PA</li> <li>• Experience of compiling rota's</li> <li>• Knowledge of PAS systems</li> </ul> |
| Skills and Aptitudes       | <ul style="list-style-type: none"> <li>• Excellent command of English</li> <li>• High standard of grammar and spelling</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>• Minute taking</li> <li>• Touch Typing</li> </ul>  |
| Special Requirements       | <p>The post-holder will be required on occasions to perform tasks outside of the designated department, therefore flexibility is key</p> <p>A requirement may be made to operate on another site within the Trust</p>  |  |
| Knowledge                  | <ul style="list-style-type: none"> <li>• Knowledge of good practice and system of work within secretarial/PA field.</li> <li>• 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>• Knowledge of NHS policies.</li> </ul>   |