

**PERSON SPECIFICATION**  
**Higher Level Medical Secretary**

<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 (grades 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 experience</li> <li>Experience of secretarial procedures</li> <li>Knowledge of software programs</li> <li>Significant 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> </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>
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