

### Person Specification

**Job Title:** Support Secretary- Band 2

**Accountable to:** Band 4 PA's & Team Leader

Criteria	Essential Criteria	Desirable Criteria
Qualifications	4 x GCSE (or equivalent) English and numeracy	Typing qualification
Experience	Secretarial experience	<ul style="list-style-type: none"> <li>• Experience of working in an office/administration environment and/or dealing with customers/range of different people</li> <li>• Healthcare related experience</li> </ul>
Technical Skills Competencies	<ul style="list-style-type: none"> <li>• Excellent communication and inter-personal skills both written and verbal</li> <li>• Excellent audio typing skills</li> <li>• Excellent telephone manner</li> <li>• Good organisational skills with ability to multi-task</li> <li>• Time management skills</li> <li>• Ability to deal with emotionally stressful situations</li> <li>• Good Keyboard Skill</li> <li>• Organisation skills</li> </ul>	<ul style="list-style-type: none"> <li>• NHS systems, ECamis, EPR etc</li> </ul>
Knowledge	Competent in the use of IT and audio typing	

Other requirements specific to the role	<ul style="list-style-type: none"> <li>• Understanding of personal accountability and the need to recognise limitations.</li> <li>• Awareness of confidentiality.</li> </ul>	Awareness of medical records management
Personal Attributes	<ul style="list-style-type: none"> <li>• Ability to work on own initiative but remain a team member</li> <li>• Patient and calm nature</li> <li>• Kind and compassionate</li> <li>• Ability to prioritise workload</li> <li>• Positive and caring attitude</li> <li>• Ability to work under pressure with predictable interruptions</li> <li>• Basic Understanding of roles and functions of related departments</li> </ul>	
Language requirement	Able to speak English as necessary to undertake the role	

**We are** **caring** **one team** **listening to understand** **open and honest** **always improving** **inclusive**