

Person Specification

Post Title	Medical Secretary – Eating Disorder Service – Salford
Band	Band 3
Division	Eating Disorder Service - Salford
Location/Base	The Willows, Off Tootal Road, Salford, M5 5JR
Responsible to	Senior Administrator
Hours	18 hours (Mon, Wed & Fri) 6hrs per day
Accountable to	Operational Services and Performance Manager

Job Summary/Purpose

To support the Administrator in providing a comprehensive administrative service to the Consultant & Multi-Disciplinary Team.

The Medical Support Secretary will undertake general office duties including the typing of medical and other correspondence, actioning any requirements identified within the typing. They will answer and manage calls from patients and their carers / relatives and other health and social care professionals.

Essential Criteria - The qualities without which a post holder could not be appointed.	Desirable Criteria - Extra qualities which can be used to choose between candidates who meet all the essential criteria	How Assessed AP = Application form IN = Interview OA = Other Assessment
Education / Qualifications - to be able to complete the duties as laid out on the Job Description		
Relevant level 3 competency-based qualification (such as RSA or NVQ), previous office experience or equal demonstrative experience	<ul style="list-style-type: none"> IT related qualification 	AP
Experience - to be able to complete the duties as laid out on the Job Description		
The post holder should have experience with: <ul style="list-style-type: none"> Use of VDU Working in a confidential environment Secretarial or administrative experience 	<ul style="list-style-type: none"> Use of office equipment Medical terminology Contact with patients / service users 	AP IN
Knowledge - to be able to complete the duties as laid out on the Job Description		
The post holder should have knowledge in regard to: <ul style="list-style-type: none"> The Data Protection Act Patient Confidentiality 	<ul style="list-style-type: none"> Use of EPR systems Use of office equipment 	AP IN
Skills and Abilities - to be able to complete the duties as laid out on the Job Description		
The post holder should be able to demonstrate: <ul style="list-style-type: none"> Effective time management skills The ability to prioritise and plan conflicting and complex work demands An excellent telephone Manner Outstanding communication Skills Advanced keyboard Skills The ability to navigate IT systems, inc Excel, Word and PowerPoint 	<ul style="list-style-type: none"> Patient administration background Knowledge of EPR systems 	AP IN

<ul style="list-style-type: none"> • A caring and sensitive attitude when communicating with staff and patients • A mature disposition • Ability to be numerate and provide statistical data accurately. 		
Other Requirements - to be able to complete the duties as laid out on the Job Description		
<ul style="list-style-type: none"> • There is an occasional requirement to travel across the wide footprint of the Trust to attend meetings and events relevant to the role. • Use of VDUs for a long period of time 		IN

The Trust will consider any reasonable adjustments to the recruitment and selection process and to employment for applicants who have protected characteristics under the Equality Act 2010.

Date: September 2019