

Medical Secretary

1 JOB DESCRIPTION

Faculty / School or Division: Education and Student Success

Faculty/School or Division Address: Students' Health Service, Hampton House

Job Family:	Professional & Administrative Services		
Grade:	E	Salary range:	£26,093 - £28,778 per annum pro rata
Hours of work:	28 hours	Contract type:	Open ended
Work pattern:	4 x 7 days a week Monday, Wednesday Thursday and Friday	Vacancy Reference Number: SUPP113197	

1.1 Main Job Purpose

Provide a high quality administration and secretarial service to the Students' Health Service, assisting with administrative functions and supporting the smooth running of the surgery.

1.2 Standard Responsibilities

- Type confidential letters and documents following instruction from clinical and surgery colleagues.
- Arrange patient hospital and clinical appointments, liaising with the relevant NHS trust or other provider and using external electronic platforms as required.
- Respond to general enquiries from a range of sources including patients, clinicians and internal and external stakeholders, resolving queries where appropriate or referring onto a relevant department or colleague.
- Provide patients with details of medial test results, consulting with clinical staff as necessary and adhering to strict patient confidentiality protocols.
- Provide essential administrative and support activities to contribute to the smooth operation of the surgery including maintaining the electronic filing system
- Maintain and update relevant records, databases and spreadsheets to ensure that accurate, up to date information is accessible to those that require it.
- Assist in the training of new members of office staff and provide general support in relation to the computer system/email/photocopiers.
- Open internal and external post, including matching consultants' letters and insurance requests with patient notes, distributing to clinical staff as appropriate and manually filing letters in patients' notes once actioned.
- Draft ad-hoc documentation to support the implementation of new processes and procedures.

- Coordinate information flows between GPs and secondary care clinicians, University tutors and family members of patients.
- Taking payment for non-NHS services provided by the practice, e.g. medicals.
- Cover reception duties as required.

1.3 Relationships

Line manager: Office Manager

Line manager to (where appropriate): None

1.4 Job Hazards and Pre-employment Checks

The post holder will be subject to a satisfactory **standard DBS check** as a requirement to operate within role. This check will be completed prior to taking up post, with re-checks required every 3 years whilst in role.

2 PERSON SPECIFICATION

2.1 Standard Skills, Knowledge & Experience Required

Criteria	Essential	Desirable	Assessed By A/I/T/O
Proficient in Microsoft Office, e-mail and web	X		A/I
GCSEs or equivalent vocational qualifications e.g. Pitmans, NVQ 2, plus some experience in a relevant role <i>or</i> work experience in a relevant role or relevant life experience reinforced by work experience.	X		A
Courteous and helpful approach, ability to deal with sensitive situations with tact and discretion.	X		I
Ability to respond to competing demands and respond positively under pressure with minimum supervision.	X		I
Good organisation skills	X		I
Knowledge of medical terminology	X		A/I
Experience of working within a GP surgery or similar medical setting		X	A/I
Flexibility to cover additional hours on an ad hoc basis.		X	I

A – Application Form

I – Interview

T – Test or Scenario

O – Other e.g. presentation, focus group