

PERSON SPECIFICATION

Job Title: Medical Secretary Directorate: General Medicine Department/Ward:		
Key Criteria	Essential	Desirable
Qualifications and Training	<p>Educated to National 5, Standard Grade, GCSE level or equivalent (including English)</p> <p>Excellent/proven typing skills</p> <p>RSA III Typing/Word Processing or equivalent</p> <p>Working knowledge/experience of Microsoft packages (word and excel)</p>	<p>Medical Terminology</p> <p>Audio Typing Experience</p>
Experience and Knowledge	<p>Relevant and recent experience in a secretarial/admin role</p> <p>Experience of prioritising and managing workload within time constraints</p> <p>Experience of working to deadlines and ability to work under pressure</p> <p>Ability to work autonomously</p> <p>Knowledge of confidentiality principles and application of these within the workplace.</p> <p>Ability to ensure compliance to policy and procedures</p>	<p>Previous NHS Experience</p> <p>Experience of using TRAK</p> <p>Experience of using VR Dictation Software as well as video conferencing platforms</p> <p>Understands and demonstrates NHS Lothian's values of quality, care and compassion, dignity and respect, openness, honesty and responsibility through the application of appropriate behaviours and attitudes</p>
Key Personal Attributes and Characteristics	<p>Excellent Attention to detail</p> <p>Excellent organisation skills and ability to manage time effectively to respond to competing demands.</p> <p>Good communication skills (verbal and written) with an ability to communicate well with staff at all levels</p> <p>Calm, reassuring disposition with helpful, sympathetic manner towards patients</p>	<p>Flexible approach.</p> <p>Ability to adapt to change/unpredictable circumstances.</p> <p>Willingness to provide cover and backup support as/when deemed necessary by management</p>
Special Skills/Competence	<p>Assertiveness in a positive manner to ensure correct procedures are being followed</p> <p>Helpful approach towards patients and colleagues</p>	<p>Willingness to attend training as identified by service</p>
Date: December 2020		