

**NHS Lothian**

**Post: Medical Secretary Team Lead Band 4**

**PERSON SPECIFICATION**

In order to be shortlisted you must demonstrate you meet all the essential criteria and as much of the desirable as possible. When a large volume of applications are received for a vacancy and most applicants meet the essential criteria then the desirable criteria is used to produce the shortlist.

	<b>Essential</b>	<b>Desirable</b>	<b>How Assessed</b>
<b>Personal Traits</b>	<p>Understands and demonstrates the NHS Lothian's values of quality, teamwork, care &amp; compassion, dignity &amp; respect &amp; openness, honesty &amp; responsibility through the application of appropriate behaviours and attitudes.</p> <p><b>Be keen and motivated to learn and improve</b> Have a positive attitude and professionalism in both face to face and telephone interactions with staff and other professionals.</p> <p><b>Enjoy a diverse team working environment</b> Have an exceptional ability to communicate with a variety of internal and external colleagues</p>		A/I/R
<b>Qualifications and Training</b>	HNC/SVQ111 in Secretarial Studies/Business Administration	Medical terminology training/experience	A/I/C/T
<b>Experience and Knowledge</b>	<p>Previous experience in a Medical Secretarial/ Team Lead role.</p> <p>Effective Organisational skills and ability to manage priorities.</p> <p>Advanced keyboard skills</p> <p>Sound working knowledge of computer software packages, databases, spreadsheets.</p>	<p>NHS experience</p> <p>G2 Interactive System</p> <p>TRAK experience</p>	A/I/C/R/T
<b>Skills and/or Abilities</b>	<p>Excellent organisational, oral and written communication skills.</p> <p>Ability to develop and implement administration processes.</p> <p><b>Excellent IT skills including knowledge of word processing, spreadsheet and databases.</b></p> <p>Ability to use own initiative</p> <p>Time Management</p>		A/I/R
<b>Specific Job Requirements</b>	<p>Be highly aware of patient confidentiality</p> <p>Able to manage own time effectively, prioritising work to meet competing demands.</p> <p><b>Be able and willing to work in other locations across the NHS Lothian area.</b></p>		

<b>Key – how assessed</b>	
A = Application form	I = Interview
C = Copies of certificates	T = Test or exercise
P = Presentation	R = References