**Purpose:** Contribute to and deliver Organisational Development aspects of the Development Strategy

**The post holder will**:

* Implement high standards of secretarial activities in compliance with the Hospital’s policies and procedures
* Be responsible for undertaking delegated secretarial and administrative tasks relevant to the agreed speciality
* Undertake a wide range of administrative duties linking in with other key areas to ensure smooth running of the department in

Accordance with all policies, procedures and guidelines

* Ensure telephones are covered and calls and emails answered/acknowledged very promptly (within two hours maximum)
* Work flexibly within the department according to the requirements of the business



**Role Profile – Medical Secretary**

**Key Result Areas**

* Working in close liaison with consultants, Private Patients, Patient Appointments, Health Records, Theatre Bookings and Pre-assessment office and Benenden Health in York
* Liaising with patients, GPs and other hospitals verbally and in writing in an efficient and timely manner, and being professional at all times, using tact and empathy
* Ensuring letters are typed as speedily as possible, dealing with all aspects of administration resulting from clinic letters, ie internal and external tests, etc.
* Responsible for adhering to the Benenden guidelines and speciality guidelines
* Ensure procedures manuals are current and version controlled at all times and adhered to
* Ensuring all incoming enquiries, particularly via telephone or email, are dealt with speedily and in an appropriate and efficient manner
* Ensure all patient information data is kept secure and dealt with in accordance to GDPR

**Measurement**

Comply with the Hospital’s policies and procedures

Comply with data protection and confidentiality in all day to day activities

Be familiar with and work in line with the Hospital’s values

Comply with all mandatory and statutory training.

Performance will be measured against specific objectives and targets and values-led behaviours as identified and agreed within the PDR (Personal Development Review) process

**Skills and Experience**

Significant previous experience of working in a medical secretarial role

Educated to GCSE level or equivalent experience

Relevant professional qualifications, ie AMSPAR or Medical Secretarial/Secretarial qualifications

Demonstrate experience of good customer care and communication skills

Excellent IT skills

Proven ability to prioritise workload and undertake multiple tasks under pressure

Methodical and well organised with a high level of attention to detail

Demonstrates team working ethos as well as being able to work under own initiative

**Values**

Be Caring
• We know what we do matters
• We’re proud and enjoy what we do
• We promote a culture of care, respect compassion and wellbeing
• We protect the mutual ethos
    Be Connected 
• We collaborate and share across teams, departments and the business
• We listen to understand each other and our member’s needs
• We support one another by having open and honest conversations
• We recognise that we’re stronger together
Be Brave
• We embrace change 
• We challenge and ask ‘why’ as well as  ‘why not’
• We always want to learn
• We are not afraid of trying new concepts and ideas
      Be Smart
• We approach problems with a solution mind-set
• We actively seek to improve and be better and we learn from our mistakes
• We spend members money wisely
• We’re invested in the future of our business
