



BEACON
MEDICAL GROUP

Senior Secretary

JOB TITLE:	Senior secretary
SUMMARY OF ROLE:	<p>Senior Secretary</p> <p>To provide an effective and efficient Senior Medical Secretary service, responsible for the co-ordination of leave and cross-cover, and distribution of work allocation between sites.</p> <p>Prioritises own workload to ensure effectiveness and efficiency to the department whilst working with minimum supervision.</p> <p>The post holder will have excellent organisational skills, be able to communicate with all levels of staff and demonstrate a significant level of initiative</p>
SALARY:	Senior Secretary £9.00
HOURS OF EMPLOYMENT:	1x 37 hours Senior Secretary based at Chaddlewood
PLACE OF WORK:	Chaddlewood Surgery However, there will be a requirement to cross cover at other sites.
APPOINTMENT:	Permanent contract
ACCOUNTABLE TO:	Assistant Operations Manager

KEY RESPONSIBILITIES:

Senior Role

- Co-ordinate and oversee administrative and secretarial processes in support of effective and efficient functions of clinical team
- To provide diary management for the COO and Board Members as required
- To ensure accurate record keeping of Board meetings and any other key meetings as required
- Prepare agendas, plan, organise, attend and produce minutes for meetings to support the COO and Board, ensuring that actions are followed up as appropriate and proactively chase accordingly
- Proactively ensure that minutes/notes of meetings are authorised and distributed within the agreed timescale
- To liaise with external bodies on behalf of the Board and management team
- To produce accurate and high quality typewritten material and to compose correspondence for approval and/or signature.
- To organise all aspects of travel to and from appointments – including accommodation, trains, flights for the Board and COO
- Supervise secretarial staff to effectively ensure tasks are achieved (to include staff appraisals) highlighting relevant training needs to line manager.
- To monitor secretarial annual leave to ensure adequate cover is maintained.
- Assist the line manager in the recruitment and selection of new staff
- To support and mentor new staff, including developing induction plans for new staff
- Identify the personal development and training needs of staff in order that objectives are met in the most efficient and cost-effective manner
- Monitor the usage of postage stamps and franking machines and re-order as necessary
- To develop and implement local office procedures
- Use own initiative in highlighting gaps in processes and implementing changes, where appropriate, to ensure a smooth running of the office
- Participate in the health and safety risk assessment checks on site in liaison with health and safety manager and local managers
- Be responsible for specific initiatives within the department as agreed with the administration manager to ensure continuous improvement in administration support

In addition to the above the post holder will provide administrative support as a key member of the groups secretarial team, this including but not exclusive to:

Correspondence

- To provide an efficient audio, copy typing and word processing service for GPs and Health Professionals as required. This includes the typing of letters, reports, patient referrals, minutes, memorandums, etc. in an accurate and quality manner.
- Prepare newsletters, posters and patient information leaflets as requested.

- To establish and maintain filing and administrative systems so that written or computer information is easily accessible and secure.

Referrals

- Monitor and send and book referrals, co-ordinating rejected referrals and maintaining data on referrals sent.
- Provide support for practice delivered services, typing and sending any onward referrals including IPT (Inter-Provider Transfers).

Non-NHS Business

- Responsible for all requests for non-NHS medical reports from GPs and copies of medical records and to record details of payments received. Ensuring that invoices are issued and monitoring payments in liaison with the finance office.
- Photocopy medical records and reports to satisfy reasonable requests from external organisations.
- Liaise with the external compliers of private medical attendance reports.

External Liaison

- Liaise with patients and external organisations as necessary.
- Act as the first point of contact for GP and hospital queries.
- Exchange confidential, sensitive and complex information with other directors, senior managers, other agencies and members of the public using tact and diplomacy

Confidentiality

- The post holder must maintain confidentiality, security and integrity of information relating to patients, staff and the business.
- In the performance of the duties outlined in this job description, the postholder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.

Equality and Diversity

The postholder will support the equality, diversity and rights of patients, carers and colleagues to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.

- Behaving in a manner which is welcoming to and of the individual, is non-judgemental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development

The postholder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

Health and Safety

The postholder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice health & safety policy, the practice health & safety manual and the practice infection control policy and published procedures.

Communication

The postholder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly.

Quality

The postholder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk.
- Assess own performance and take accountability for own actions, either directly or under supervision.
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance.
- Work effectively with individuals in other agencies to meet patients' needs.
- Effectively manage own time, workload and resources.

Contribution to the implementation of services:

The postholder will:

- Apply practice policies, standards and guidance.
- Discuss with other members of the team how the policies, standards and guidelines will affect own work.
- Participate in audit where appropriate.

The details contained in this Job Description are not exhaustive and may change as the post develops.

Postholder's Signature	
Date	
Signed on behalf of the Beacon Medical Group	
Date	

PERSON SPECIFICATION

	Essential	Desirable
Qualifications	NVQ level 3 in administration or equivalent experience, or RSA level III. (proficient and accurate audio typing skills)	European Computer Driving Licence (ECDL) AMSPAR Diploma or recognised training in medical secretarial work Commitment to continual training as required.
Knowledge and Experience	<p>2 years Secretarial experience in a medical environment</p> <p>Previous experience of working in a pressured environment</p> <p>Knowledge of Data Protection Act and the Access to Medical Records Act</p> <p>Computer literate with advanced knowledge of Microsoft Word, Excel and PowerPoint</p> <p>Intermediate experience with managing electronic diaries</p> <p>Intermediate experience with managing electronic diaries</p> <p>Previous experience in a customer focused environment</p> <p>Demonstrate an understanding of customer/ patient care/ ability to work with sensitive and confidential information.</p> <p>Understand the need for sensitivity in helping distraught patients/ relatives.</p>	<p>Experience of providing secretarial/ PA support to a senior manager in a Healthcare environment</p> <p>Knowledge of key issues within the NHS and/or other public sector organisations</p> <p>Experience in the review/ monitoring of protocols and processes</p>

Skills	<p>To have excellent communication & interpersonal skills with the ability to liaise with people at all levels in a confident and professional manner</p> <p>Excellent time management and organisational skills</p> <p>Ability to work as part of a team or independently</p> <p>Able and willing to prioritise workload to respond to immediate and urgent requests</p> <p>Attention to detail to be able to complete tasks accurately and efficiently</p> <p>Self motivated with the ability to use your own initiative</p> <p>High quality minute taking skills</p> <p>Demonstrates ability to deal with patient queries in a professional, polite, sensitive and understanding manner</p> <p>Commitment to self-development.</p> <p>Positive attitude and not resistant to change</p>	<p>Ability to delegate and monitor work performance to meet the needs of the service</p> <p>Demonstrates ability to meet deadlines</p> <p>To oversee and assist with the training of colleagues and new staff members</p> <p>Developing staff's knowledge to enable them to fulfil their role and to allow progression</p>
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