

Job description

Position	Secretarial Assistant
Grade	Band 3
Location	Clinical Administration
Hours	Full-time & part-time
Responsible to	Head of Clinical Administration

Our Organisation

The Princess Alexandra Hospital NHS Trust (PAHT) provides a full range of general acute, outpatient and diagnostic services at The Princess Alexandra Hospital in Harlow, the Herts and Essex Hospital in Bishop's Stortford, and St Margaret's Hospital in Epping.

We employ 3,500 staff and serve a local population of around 350,000 people living in west Essex and east Hertfordshire, centred on the M11 corridor and the towns of Harlow, Bishop's Stortford and Epping. Our extended catchment area incorporates a population of up to 500,000 and includes the areas of Hoddesdon, Cheshunt and Broxbourne in Hertfordshire.

Our Values

The Princess Alexandra Promise to our patients as identified by our 3 values which will contribute to improving our patient experiences:

Patient at heart – Always holding the patient and their wellbeing at the centre of our thoughts and efforts

Everyday excellence – Sharing and celebrating our successes, being honest when we get it wrong, giving us the ability to learn from both

Creative collaboration – Knowing strength comes from diversity, we combine our experiences, skills and talents, working together to find new and better ways to care

The Trust believes in investing in all our staff and rewarding high standards of care whilst building for excellence and in return we expect our staff to uphold the Trust values to the highest level.



modern • integrated • outstanding

patient at heart • everyday excellence • creative collaboration

Job summary

To handle incoming mail and telephone queries, taking messages and appropriate action.

To type and process documentation and ensure prompt dispatch.

To provide support within the department during periods of annual leave, sickness and in times of additional activity.

To ensure that confidentiality and data protection is adhered to at all times and ensure that patient data is recorded accurately.

Scope and range

- To act as secretarial assistant for the Head of Secretariat, Secretariat & Secretariat Supervisors.
- To provide secretarial/admin and typing support.
- To process information appropriately within agreed time limits.
- To act as a central point of contact for secretaries/assistants/typists & clerks within the Secretariat.
- Use of hospital systems- Cosmic/Tracking (Case note Management) and other hospital systems relevant to the role.

Duties and responsibilities

- Typing of documentation and reports, ensuring prompt dispatch within the Trust's agreed targets.
- Receiving queries by phone/email and resolving concerns in a tactful and diplomatic manner, using own initiative and judgement and liaising with the Secretariat Supervisors where necessary.
- Opening and sorting internal and external mail, using initiative and action appropriately.
- Responsible highlighting any issues to the Secretariat Supervisors (in the first instance) and Head of Secretariat.
- Request notes from medical records as and when required.



- Use of hospital systems- Cosmic/Tracking (Case note Management) and any other systems relevant to the role.
- To be responsible for undertaking service evaluation audits under the guidance of the Secretariat Supervisors.
- Set up and maintain appropriate filing and bring forward systems to ensure effective and efficient working practices are in place.
- Provide BigHand/E-Letter support and training for teams – highlighting any issues and concerns to Secretariat supervisors.
- Any other duties that may be required to ensure the smooth running of the service.

This job description may be subject to change according to the varying needs of the service. Such changes will be made after discussion between the post holder and the manager. All duties must be carried out under supervision or within Trust policy and procedure.



Person specification

Position	Secretarial Assistant
Grade	Band 3

Evidence for suitability in the role will be measured via a mixture of application form, testing and interview. Essential: E Desirable: D

Trust values	
Patient at heart – Always holding the patient and their wellbeing at the centre of our thoughts and efforts	E
Everyday excellence – Sharing and celebrating our successes, being honest when we get it wrong, giving us the ability to learn from both	E
Creative collaboration – Knowing strength comes from diversity, we combine our experiences, skills and talents, working together to find new and better ways to care	E

Education and qualifications	
GCSE English at grade C or above	E
Other subjects at GSCE grade C or above	D

Experience	
Recent secretarial or clerical experience	E
Good understanding of the importance of confidentiality and the implications of non-compliance	E
NHS experience	D
Experience of using BigHand Digital System, E-Letter, Cosmic.	D

Skills and knowledge	
Word processing skills	E
Computer literacy	E
Basic literacy and numeracy	E

Personal qualities	
Able to prioritise workload	E
Good communication skills and sympathetic telephone manner	E
Able to work under pressure	E
Flexible and adaptable	E



Must be dependable, reliable and able to work as part of a team or independently	E
Well presented	E
Good sense of humour	E
Friendly and approachable personality	E