

## PERSON SPECIFICATION

### *Support Medical Secretary*

Knowledge, Experience and Training required for the Post	Essential at Recruitment √	Desirable/Developed within the Role √	Measured By A – Application I – Interview P – Presentation T - Test
<b>Qualifications</b>	<p>RSA /OCR I and II typing RSA/OCR II audio-typing RSA II word processing or equivalent level of skill.</p> <p>Good standard of general education including GCSE English and maths grade 4 or above.</p>	<p>ECDL RSA/OCR II medical audio-transcription AMSPAR</p>	<p>A</p> <p>A</p>
<b>Experience</b>	<p>Proven keyboard skills 6 months secretarial experience or AMSPAR certificate</p> <p>Ability to understand, absorb and comply with detailed procedures.</p>	<p>Knowledge of medical terminology</p> <p>12 months audio-transcription experience in a hospital setting.</p> <p>Working knowledge of Patient Administration System (PAS).</p>	<p>A/I</p>
<b>Capabilities</b>	<p>Minimum 12 months experience of audio transcription</p> <p>Knowledge of Microsoft Office Packages including Word, Outlook, Powerpoint</p> <p>Able to produce neat and accurate documentation.</p> <p>Proven organisational skills.</p> <p>Ability to exchange confidential sensitive or contentious information</p>	<p>Knowledge of medical terminology</p> <p>Knowledge in-house computer packages.</p>	<p>A</p> <p>A</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>

	with clinical staff/managers/patients.		
<b>Personal Attributes</b>	<p>Clear and accurate written and verbal communication and ability to converse in a positive manner.</p> <p>Proven excellent telephone manner.</p> <p>Able to take on board new ideas, skills, knowledge.</p> <p>Friendly and caring manner.</p> <p>Effective listening skills.</p> <p>Excellent customer care skills.</p> <p>Able to multitask whilst working in a busy office environment and dealing with frequent interruptions.</p> <p>Proven ability to work in a team and be supportive of team members.</p> <p>Ability to use own initiative and work without close supervision.</p>		<p>A/I</p> <p>I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
<b>Other</b>	Able to travel between different localities across ELHT premises		A/I