



MEDICAL SECRETARY SUPERVISOR

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

A MESSAGE FROM OUR CEO

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

We are looking for an inspiring, motivated individual who demonstrates our values, and who can provide clear vision and direction as we continue to move forward.

You will know that our Trust is on an improvement journey. Our recent Care Quality Commission inspection demonstrates that we are making progress towards our aim of Getting to Good, despite the challenges of a pandemic. We also know that we have more to do and that we must sustain the changes if we are to keep on improving. We are wholeheartedly committed to this and have plans in place to support this including our exciting Hospitals Transformation Programme. This will support the reconfiguration of where and how we deliver our services and the modernisation of our facilities and infrastructure, so that we can deliver better quality care for all of our communities.

It is a really exciting time to be a part of our Trust. I hope that you will join us to help steer and support us on our journey.

Louise Barnett

Louise Barnett
CHIEF EXECUTIVE OFFICER

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Medical Secretary Suprvisor
Band	5
Directorate	Medicine Management
Accountable to	Operational Managers for Medicine Centres
DBS Required?	No

JOB PURPOSE

As Supervisor of the Medicine Centre Medical Secretaries the post holder is responsible (unsupervised) for the day-to-day management of the Medical Secretaries to effectively lead, supervise, co-ordinate and direct the activities of the team to ensure a high class service to the Consultants, their teams and out patients and their families within the Centres using acquired in-depth knowledge and experience of service. It is essential that the post holder can exercise independent judgement based on proven extensive experience of PA/Medical Secretary roles within the NHS whilst always maintaining a high level of confidentiality and diplomacy.

SCOPE OF POST

As Supervisor of the Medical Secretaries the post holder is expected to work (unsupervised) accurately under pressure with the ability to manage and prioritise their workload. Using proven ability and experience/knowledge of a supervisory role regularly provide and receive confidential/sensitive information which will require tact, diplomacy, negotiating and persuasive skills as there may be barriers to understanding either due to a cultural difference or knowledge of the process.

MAIN DUTIES AND RESPONSIBILITIES

ORGANISATION

General

- Ensure a high-quality secretarial service is provided to consultants and their teams based within the Trust and to visiting Consultants and their teams. Using independent judgement/initiative regularly identify and develop changes to encompass changes in working practices to achieve acceptable standards within the remit of Clinical Governance
- Allocate workload to the support medical secretaries/agency medical secretaries.
- Adjust staffing levels to compensate for sickness and annual leave and to organise relief cover where and when appropriate within the constraints of the Medical Secretary budget.
- Develop team working to ensure cross cover within defined specialty teams.
- To effectively manage sickness absence of staff within the team, by managing absence levels and addressing the causes of absence, whilst acknowledging a commitment to supporting staff as far as is reasonable.
- Authorise/record staff leave requests to always ensure adequate cover within the medical secretary teams.
- Using acquired independent judgement/ interpersonal/communication skills evaluate need for/organise staff referrals to Trust Occupational Health Department/Trust Counselling Service when necessary, which routinely involve discussion around delicate personal and private issues of staff
- Implement and maintain a staff appraisal and performance review system providing advice as necessary using your extensive experience and knowledge.
- Ensure any incident, accident or untoward occurrence is handled and reported in line with current Trust policy.
- Responsible for purchase/maintenance of essential office equipment to ensure an efficient office environment within Health & Safety guidelines.
- Initiate review of existing systems with a view to developing/ implementing improvements where necessary
- Ensure compliance with all Trust HR policies and procedures.

Recruitment/Staff Establishment

- Create and submit job vacancy advertisements to Trust Recruitment Office for inclusion in appropriate newspapers/job centres/web sites/Trust vacancy bulletins
- Point of contact for advice to potential applicants for vacancies within the Centre Medical Secretarial teams.
- Using independent judgement, knowledge and extensive experience of medical secretarial work/procedures analyse applications received/interview candidates and appoint accordingly.
- Undertake all necessary secretarial work arising from recruitment and selection of staff.

- Responsible for liaising with Recruitment to provide/authorise Trust contracts for all new staff.
- Record all staff establishment changes as necessary.
- Responsible for completion of ESR forms to adjust hours/salary/circumstances as necessary.
- Foresee and plan for future requirements when additional medical personnel are appointed by the Centre / Operations Managers and to continually re-assess and develop the service provided in order to meet organisation and contractual changes.

Budget and Nominal Roll

- Ensure the medical secretariat is maintained within the constraints of the allocated budget being mindful and reminding staff of Centres saving targets.
- Authorised signatory for procurement of equipment and supplies up to an allocated amount.
- Monitor monthly nominal roll regarding correct/up-to-date establishment of staff and take any necessary remedial action via ESR team / Finance Link.

Training

- Devise and develop in-house departmental induction system for all new staff in addition to training and mentorship using acquired background knowledge of practices and procedures.
- Independently identify training needs and develop/arrange in-house or outside training as necessary.
- Produce and regularly update handbook for ongoing referral built on post holder's extensive acquired knowledge of medical secretary working practices within the NHS.
- Ensure all new staff receive training for Trust IT systems as an important factor in Department working practices and within remit of Clinical Governance
- Establish and maintain a system of mandatory training for all staff, keeping a record of attendance and ensuring staff attend such training sessions.

COMMUNICATION

- Act as first point of contact for Medicine Centre Medical Secretaries regarding any ongoing problems within the secretariat which need to be solved/resolved without reference to the Operations Managers requiring excellent inter-personal skills to ensure equality and diversity within the team.
- Be responsible for maintaining good relationships with consultant staff and all hospital departments.
- Performance manage, counsel and discipline staff using acquired knowledge when necessary in accordance with Trust policies. This regularly involves negotiating, persuasion, tact and diplomacy in unpleasant/emotive atmospheres requiring extensive in-depth knowledge of both supervisor/medical secretary roles together with excellent independent judgement/analytical skills.
- Act as mediator between staff members and between staff and other disciplines
- Maintain communication system for staff regarding Trust developments e.g., monthly Team Brief
- Motivate and encourage staff using persuasion to comply with new practices and procedures.
- Regularly reassure, provide morale support and empathy, when necessary, in dealing with sensitive and distressing situations involving staff taking prompt remedial action as necessary
- Recognise potential relationship problems within the secretariat and take necessary action to avoid absence/unpleasant working conditions for those involved.
- Using independent judgement and acquired knowledge of service investigate/prepare response to all complaints/clinical incidents within area of responsibility and make changes in response to complaints accordingly.
- Act as main point of contact within Medicine Centre Secretariats regarding enquiries/complaints regarding from outside agencies e.g., GPs, patients, relatives.

- Using MS Office applications regularly generate correspondence to medical secretaries (sometimes of a sensitive nature) as necessary regarding personnel/personal issues using acquired in-depth interpersonal/communication skills; input data relevant to medical secretaries.
- Liaise with other Supervisors/Office Managers to maintain equality and clarity within the medical secretary practice and procedures.

INFORMATION

- Keep up to date with technological developments with regard to developing appropriate skills in the use of current office technology following appropriate consultation and training e.g., word processing, spreadsheets, databases, electronic mail, presentations etc.
- Manage and maintain comprehensive office systems including bring forward systems (e.g., reminders), prompt access to information and preparation of papers for meetings.
- Manage and maintain electronic systems (e.g., database/spreadsheet) containing patient-related information, analysing as required on a regular basis.
- Participate in internal and external audit\research and development for professional bodies collating and producing data as required.

GENERAL

- Implement and adhere to agreed policies, procedure, protocols including national initiatives and propose changes on improvements to departmental working practices.
- View the Service as Trust wide and therefore must be flexible regarding location.
- Participate in reflection, self-evaluation and continuous professional developments including performance review.
- Review current, historic practices with a view to adapting new ways of working, contributing to ongoing projects as required.
- Maintain and encourage safe working practices and environment in accordance with local Health and Safety policies.
- Management of resources by monitoring stationery levels, order as appropriate, identifying and reporting faulty office equipment to the correct person.
- Handle cash and cheques ensuring that donated funds are handled appropriately in accordance with current policies.

ENVIRONMENT

- Regular exposure to unpleasant/emotional circumstances when dealing with difficult disciplinary or personal issues involving staff.
- Constant exposure to interruptions in concentration (by telephone/email or direct contact with the medical secretaries/Consultant or medical staff/outside agencies) to provide advice, knowledge, or information appropriate to supervisor role often requiring immediate attention.
- Maintain and encourage safe working practices within Surgical Centre Secretariat in line with Trust Health & Safety Policy

EQUAL OPPORTUNITIES

All duties and responsibilities should be undertaken, at all times, in compliance with the Trust's Equal Opportunities Policy.

SMOKING POLICY

The Trust operates a No Smoking Policy.



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.



QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> GCSE English & Maths Grade 9-4 (A-C) or equivalent qualification. Audio transcription RSA Stage 3 typewriting, word processing (or equivalent) 	<ul style="list-style-type: none"> AMSPAR Educated to degree level

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Extensive higher level medical secretarial experience within the NHS Administration at a senior level Knowledge of software programs e.g., Microsoft, PowerPoint, Excel. Customer care Extensive knowledge and experience of good practice and system of work within medical secretarial/PA field Knowledge of Health and Safety in the Workplace Understanding of confidentiality data protection issues. Knowledge of NHS policies 	

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Ability to encompass the role of Supervisor of Medical Secretaries using independent judgement/analytical skills and in-depth understanding of supervisor/medical secretary procedures and practices. Counselling of distressed and emotional 	

<p>staff issues.</p> <ul style="list-style-type: none"> • Organisation and time management skills, ability to prioritise own workload. • Ability to work under pressure and meet tight deadlines. Able to use own initiative and problem solve. • Staff and patient focused. • Calm and confident • Able to communicate sensitively and tactfully with medical secretaries/ Consultants, patients and carers. • Experience of minute taking 	
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OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • The post-holder will be required on occasions to perform tasks outside of the designated department; therefore, flexibility is key. 	

GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and

- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's

recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

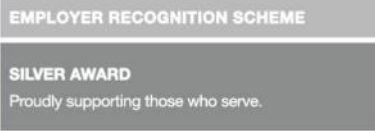
NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of

the Trust and its services as well as the personal development.





The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

Getting to The Royal Shrewsbury Hospital

The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital