

## Job Description

### Nobles Hospital & Ramsey and District Cottage Hospital

|                        |                                 |
|------------------------|---------------------------------|
| <b>Job Title:</b>      | Clinical Secretary              |
| <b>Grade:</b>          | Secretary                       |
| <b>Reports To:</b>     | Clinical Secretary Co-ordinator |
| <b>Responsible To:</b> | Clinical Secretary Co-ordinator |

### Job Purpose

The post holder will undertake a full range of secretarial duties under general supervision i.e. copy typing, audio and word processing together with a range of administrative support duties within the clinical secretary team.

### Main Duties

1. Efficiently and accurately typing (copy & audio) of clinical and non-clinical documents, including medical reports for legal use when required.
2. Processes various materials, composes and types routine correspondence, memos, letters, reports etc.
3. Maintain a filing system. Deal with confidential investigation results. Prioritising and sorting of test results for medical staff attention.
4. Arranges meetings and meeting materials
5. Answers telephones: refers, routes or places calls; files correspondence, investigation results and records; responds to requests for information, receives, sorts, and distributes mail, which may include enquiries from worried and anxious patients and/or their relatives, liaising with medical staff and wards as necessary.
6. Liaising with other Departments and hospitals.
7. Update Office Guide as necessary.
8. To promptly inform the Senior Secretary / Clinical Secretarial Coordinator of any issues adversely affecting the work of the department the secretarial team.
9. To provide relief and support to other members of the secretarial team as required.
10. When necessary to assist across all teams in Noble's Hospital to provide high quality secretarial and administrative support

11. To work across multiple specialities to ensure clinical administration letters are typed within BMA guidelines
12. Any other duties as directed by appropriate officers.

### **Knowledge and Skills**

- Typing/word processing accuracy
- Audio typing speed and accuracy
- Ability to extract data from conversation and documents
- IT skills
- Communication/interpersonal skills
- Organisational skills
- Tact and confidence in dealing with all levels of people

### **Job Competencies**

|                                   |         |
|-----------------------------------|---------|
| Leading and Working Together      | Level A |
| Communicating and Influencing     | Level A |
| Achieving Results                 | Level B |
| Delivering a Quality Service      | Level A |
| Changing and Learning             | Level B |
| Showing Commitment and Resilience | Level A |

### **Review**

The post holder is expected to be flexible and be prepared to carry out any similar or related tasks that do not fall within the duties outlined. The job description is intended to be flexible and may be reviewed from time to time in consultation with the post holder.

### **Confidentiality**

All staff are requested to respect confidentiality of all matters they may learn relating to their employment, other member of staff and to the general public. All staff are expected also to respect the requirements of the Data Protection, FOI and SAR legislation.

### **Health & Safety**

It is the duty of every employee to take reasonable care for the Health & Safety of themselves and others including the use of necessary devices and protective clothing and co-operate with management in meeting its responsibilities under the Health & Safety at Work Act. Any failure to take such care or any contravention of safety policy or managerial instructions in this area may result in disciplinary action being taken.

### **Management of Risk**

All employees are required to participate in the Hospital's Accident/Incident Reporting System and to comply with the Hospital's procedures and techniques for managing risks.

**Working Relationships**

The post holder is expected to maintain a good working relationship with other members of hospital staff.

**Disciplinary and Appeals Procedure**

The post holder will be subject to the Civil Service disciplinary and appeals procedure.

This Job Description is subject to change in accordance with organisational and service developments and will be reviewed at regular intervals with the post holder. You may be expected to undertake any other duties appropriate to the sphere of responsibility.

**Isle of Man Civil Service  
Person Specification**

**Post:** Clinical Secretary

**Department:** Manx Care

**Division:** Core Services, Noble's Hospital

**Job Summary:** To provide a range of administrative and secretarial support to one or more clinical specialities

| Attributes   | Essential or Desirable | Method of Assessment       |
|--|------------------------|----------------------------|
| <b>Qualifications</b>  |                        |                            |
| GCSE English Language at grade C (4) or above or equivalent qualification  | D                      | CV                         |
| Hold an acceptable external qualification in text processing (e.g. OCR Text Production (Advanced) distinction or RSA III Text Processing Part 1 with distinction) or pass the Civil Service Typewriting Grading Test | E                      | CV / Pre-employment checks |
| Hold a qualification in audio transcription or have passed the Isle of Man Civil Service Audio Transcription Grading Test  | D                      | CV                         |
| <b>Experience</b>  |                        |                            |
| Experience of meeting the demands of a busy office environment.  | D                      | Interview                  |
| Previous experience in a secretarial role.   | D                      | CV / Interview             |
| <b>Knowledge &amp; Skills</b>  |                        |                            |
| Audio and Word Processing accuracy   | E                      | Interview                  |
| Good IT skills particularly in respect of word processing  | E                      | Interview                  |
| Good customer service and communication skills.  | E                      | Interview                  |
| Ability to prioritise workload.  | E                      | Interview                  |
| Good organisational and interpersonal skills.  | E                      | Interview                  |
| Medical terminology.   | D                      | Interview                  |
| Flexible approach to multi-tasking within an office environment  | D                      | Interview                  |

| <b>Disposition</b>   |   |                       |
|--|---|-----------------------|
| Ability to remain calm under pressure.   | E | Interview             |
| Ability to work as part of a team  | E | Interview             |
| Enthusiasm and commitment to learning new skills.                                | E | Interview             |
| Attention to detail and accuracy.  | E | CV/ Interview         |
| Able to maintain confidentiality and discretion.                                 | E | Interview             |
| Flexible: May be allocated to another team in times of sickness and annual leave | E | Interview             |
| Friendly, professional and confident approach.                                   | D | Interview             |
| <b>Circumstances/Interests</b>   |   |                       |
| Isle of Man worker   | D | Application           |
| Satisfactory Police Check  | E | Pre-employment checks |