Post Details	
Title of Post:	Clinical Secretary
Grade:	Experienced Practitioner
Department:	Clinical Directorate / Individual Directorate
Reports to:	Clinical ServicesManager (line); Senior Clinical Secretary (day to day)

Main Job Purpose

- Provide an exceptional, proactive and consistently excellent personal assistant and medical secretarial service to a designated group of consultants and allied health professionals, acting as their primary administrative point of contact and ensuring they are exceptionally well-supported in delivering clinical care.
- Manage consultant diaries, clinical correspondence, patient referrals, investigation coordination, results management and clinic preparation with genuine initiative and professional ownership, understanding that outstanding administrative support directly enables clinical productivity and the delivery of safe, high-quality specialist care.
- Act as a knowledgeable, professional and empathetic point of contact for patients, relatives, GPs, HSC and external agencies, handling enquiries with accuracy, care and the clinical awareness needed to direct every query appropriately.
- Maintain a thorough, current and applied knowledge of MSG's clinical services, the consultants supported, Maxims EPR and all relevant administrative systems and protocols, applying this knowledge proactively and without prompting in every aspect of the role.

Key Duties and Responsibilities

A. PA, Diary Management & Clinical Secretarial Practice	• Manage the diaries of designated consultants and allied health professionals proactively and with professional ownership: reviewing upcoming commitments in advance, flagging conflicts, removing unwanted entries promptly and without waiting to be asked, arranging study leave, managing travel, circulating meeting papers and ensuring every consultant's diary is accurate, appropriate and completely under control. • Prepare for consultant clinics thoroughly and in advance: confirming clinic lists, ensuring all required patient notes and results are available, completing any pre-clinic administrative actions and ensuring the consultant has everything they need before the clinic begins. • Produce clinical correspondence — outpatient clinic letters, referral letters, , medical reports and ad hoc correspondence — to a high standard of accuracy, appropriate medical terminology, professional presentation and clinical completeness, using Maxims EPR and MSG's digital correspondence and transcription tools, and meeting MSG's defined turnaround standards.

	• Manage results and investigation workflows: ensuring all test results and investigation reports are received, processed in Maxims EPR, flagged to the consultant where required and managed according to the consultant's clinical protocols, with urgent or abnormal results communicated immediately. • Manage inbound patient referrals • Coordinate patient investigations and appointments at the request of consultants.Manage patient communications professionally, empathetically and accurately, including appointment letters, telephone enquiries, patient queries, cancellation management and follow-up coordination, treating every patient contact as a professional ambassador for MSG. • Coordinate clinic sessions with reception, medical records and other colleagues, ensuring that clinic information is accurate, that records are available, that any changes are communicated promptly and that the clinical session runs efficiently from an administrative perspective.
B. Maxims EPR, Systems & Operational Administration	• Manage all clinical administrative processes in Maxims EPR, including patient registration, scheduling, waiting list management, correspondence management, document filing and results management, ensuring all EPR records are accurate,current and complete • Ensure clinical correspondence is uploaded correctly and promptly, following MSG's document management standards, so that the electronic patient record is always current and complete for clinical use. • Manage waiting list entries in Maxims EPR accurately, ensuring patients are correctly listed, appropriately prioritised, and that waiting list data reflects the true clinical position at all times. • Coordinate with HSC administrative counterparts, GPs, other hospitals, external agencies and private insurers on referrals, results, records and patient pathway management, maintaining professional, accurate and prompt communications throughout. • Log private off-island referrals, maintain clinical risk documentation and ensure any required clinical databases and tracking systems are accurately updated as part of the directorate's administrative obligations. • Maintain up-to-date competency, MSG's digital transcription service, Microsoft 365 and all other systems relevant to the clinical secretarial role, actively develop skills and apply them consistently rather than relying on manual processes.

C. Team Working, Cross-Cover & Professional Development	• Provide reliable and proactive cross-cover for colleagues within the directorate team during leave, sickness and periods of high demand, ensuring every consultant always has adequate administrative support and that all clinical duties are covered. • Share operational knowledge of MSG's clinical services, protocols and consultant working styles with Medical Administrators and new team members, to promote a collaborative, supportive team culture. • Participate in team meetings, training sessions and improvement initiatives, applying learning to practice and contributing suggestions for service improvement based on direct operational experience. • Take personal responsibility for professional development, seeking opportunities to develop medical terminology knowledge, EPR skills, correspondence quality and clinical service awareness over time.
For All Roles at MSG	• Maintain personal professional standards, presentation and conduct in line with MSG's expectations for clinical administrative staff. • Handle all patient and organisational information in full compliance with GDPR and MSG's information governance and patient confidentiality policies. • Promote diversity, equality and dignified treatment of all patients, colleagues and clinical contacts. • Any other duties within the general scope of the post as and when required.

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The Clinical Secretary is MSG's core clinical administrative professional, responsible for the day-to-day PA and medical secretarial support that enables consultants to focus on clinical care. Healthcare PA or medical secretarial experience is strongly preferred, but candidates from equivalent high-quality administrative environments who demonstrate the initiative, proactive diary management skills and accuracy standards MSG requires will also be considered. Medical terminology knowledge is desirable and must be developed as a priority by all postholders. The standard expected is consistently proactive, clinically informed and professionally excellent clinical administration without prompting.

✓ Essential ✓ Desirable

Category	Description	Essential	Desirable
Qualifications	• Educated to GCSE level or equivalent; a qualification in medical secretarial practice, business administration, healthcare administration or equivalent is an advantage.	✓	
	• Medical secretarial qualification: RSA/OCR Level 2 or 3 Medical Secretarial, AMSPAR or equivalent.		✓
	• Commitment to developing medical terminology knowledge and clinical administration skills.	✓	
Medical Secretarial & PA Experience	• Demonstrable experience of providing PA and medical secretarial support in a clinical or equivalent professional setting, including diary management, clinical correspondence, patient communications and administrative coordination.	✓	
	• Proven experience of producing clinical correspondence (outpatient letters, referral letters or equivalent clinical documents) to a high standard of accuracy, with appropriate medical terminology and professional presentation.	✓	
	• Experience of managing professional diaries proactively and with forward planning, rather	✓	

	than reactively in response to immediate requests.		
	• Experience of managing patient referrals, investigation coordination and results handling in a healthcare or equivalent regulated setting.		✓
	• Experience of using Maxims EPR, TrakCare or equivalent clinical EPR system for PA and secretarial functions, or demonstrated ability to develop EPR competency rapidly.		✓
Waiting List & Scheduling	• Understanding and experience of applying waiting list management standards and clinical scheduling processes in a secondary care or equivalent clinical setting.		✓
	• Experience of managing patient appointment booking, clinic coordination and related patient communications in a healthcare setting.	✓	
Skills & Personal Attributes	• Excellent written English and developing medical terminology knowledge: able to produce clinical correspondence to a standard that is accurate, grammatically correct and professionally presented.	✓	
	• Proactive diary management skills: manages diaries with forward planning and professional initiative rather than waiting to be asked.	✓	
	• Highly organised: able to manage a complex and varied clinical secretarial workload without losing track of any task, deadline or patient communication.	✓	
	• Patient-centred and empathetic: handles every patient contact with genuine warmth, professional discretion and appropriate sensitivity to clinical circumstances.	✓	
	• Takes initiative: identifies what needs to be done and actst without prompting; never leaves a routine task undone because it was not specifically requested.	✓	
	• Thorough knowledge of the consultants, specialties and clinical services they support, or a clear commitment to learning rapidly on appointment.	✓	

	• Reliable team member: provides cross-cover , shares knowledge generously and contributes positively to the directorate team's culture and performance.	✓	

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About this document

The Clinical Secretary operates at Level 2 (Independent) for all competencies except Continuous Improvement, which is Level 1. This profile reflects a fully competent and independently functioning clinical administrative professional who manages a complex clinical secretarial portfolio without supervision, exercises professional initiative and escalates only when situations genuinely require senior input. Level 2 across the profile reflects the established experience required for a clinical secretary role : above junior/developing (Level 1) and below senior specialist/team leader (Level 3).

The four competency levels

- **Level 1 - Foundation:** Skills and behaviours for all roles across MSG
- **Level 2 - Independent:** Undertakes role with minimal supervision; uses own initiative; escalates appropriately
- **Level 3 - Expert:** Skilled professional; advises and guides others; leads projects or teams
- **Level 4 - Senior Leader:** Sets strategy and direction; accountable for governance and compliance

Competency level summary

All competencies are at Level 2 (Independent) except Continuous Improvement, which is at Level 1 (Foundation). This is the expected performance standard for a Clinical Secretary operating fully in the role.

Competency	Level 1 Foundation	Level 2 Independent	Level 3 Expert	Level 4 Senior Leader
Technical Expertise		✓ L2		
Communication & Interpersonal Effectiveness		✓ L2		
Organisation, Planning & Time Management		✓ L2		
Accuracy & Attention to Detail		✓ L2		
Confidentiality & Information Governance		✓ L2		

Stakeholder Engagement & Relationship Management		✓ L2		
Independent Working & Team Collaboration		✓ L2		
Digital & Systems Proficiency		✓ L2		
Resilience & Working Under Pressure		✓ L2		
Continuous Improvement & Learning Mindset	✓ L1			

Detailed competency descriptors

1. Technical Expertise *Level 2: Independent*

Level 1	Level 2	Level 3	Level 4
Follows SOPs and basic instructions for routine tasks.	**Executes tasks independently and troubleshoots routine issues.**	*Leads practice, optimises processes, and mentors others.*	*Shapes organisational strategy and acts as subject matter expert.*

In this role: *Manages the full range of clinical secretarial and PA functions — diary management, correspondence production, referral management, results handling, waiting list administration, clinic preparation and patient communications — independently and to MSG's defined standards. Develops and applies working knowledge of designated consultants' specialties, working preferences and clinical protocols. Uses Maxims EPR, digital transcription and MSG's correspondence tools accurately and competently for all clinical secretarial functions.*

2. Communication & Interpersonal Effectiveness *Level 2: Independent*

Level 1	Level 2	Level 3	Level 4
Uses courteous, plain language; seeks clarification; records key points accurately.	**Tailors messages to different stakeholders and channels.**	*Handles sensitive conversations with empathy.*	*Trusted spokesperson in high-stakes contexts.*

In this role: *Handles patient enquiries, clinical colleague communications, GP and HSC contacts and external agency correspondence professionally, empathetically and with the clinical awareness needed to direct every contact appropriately. Produces accurate clinical correspondence. Adapts communication style for patients who are anxious, unwell, distressed or confused. Takes accurate, complete messages and ensures they reach the right person without delay.*

3. Organisation, Planning & Time Management *Level 2: Independent*

Level 1	Level 2	Level 3	Level 4

Uses agreed tools to track tasks and meet deadlines.	**Coordinates activities across colleagues and teams tomaintain smooth, efficient workflows.**	*Optimises capacity and resources; prevents bottlenecks and rework.*	*Designs planning rhythms and governance structures.*

In this role: *Manages a complex and varied clinical secretarial workload with proactive planning, personal ownership and consistent quality. Balances diary management, correspondence production, referral tracking, results management, clinic preparation, patient communications and administrative coordination simultaneously without losing quality or missing deadlines. Prepares clinics in advance, anticipates consultant needs, and ensures the administrative side of every clinical session is fully ready without needing to be prompted.*

4. Accuracy & Attention to Detail *Level 2: Independent*

Level 1	Level 2	Level 3	Level 4
Accurately completes routine entries and forms.	**Maintains audit-ready records; cross-checks sources.**	*Analyses data quality trends; addresses root causes.*	*Sets organisation-wide data quality standards and controls.*

In this role: *Applies a patient safety standard of accuracy to clinical correspondence, Maxims EPR data entry, waiting list management, results processing and patient records. Cross-checks clinical correspondence for accuracy of patient details, appropriate terminology and professional presentation before filing or dispatch. Maintains audit-ready records of all clinical secretarial activity and escalates data quality concerns to the Senior Clinical Secretary or Clinical Services Manager.*

5. Confidentiality & Information Governance *Level 2: Independent*

Level 1	Level 2	Level 3	Level 4
Understands confidentiality and IG basics; asks when unsure.	**Applies policies; documents decisions appropriately.**	*Advises and trains others on information governance risks.*	*Oversees compliance systems and IG culture.*

In this role: *Applies MSG's patient confidentiality and data protection obligations consistently and without exception in all aspects of* **the role***. Escalates any information governance concern to the Senior Clinical Secretary or Clinical Services Manager immediately. Handles all patient data with the professional discretion and ethical responsibility that clinical administrative work demands.*

6. Stakeholder Engagement & Relationship Management *Level 2: Independent*

Level 1	Level 2	Level 3	Level 4
Responds promptly and courteously to enquiries.	**Coordinates with partners (e.g. HSC, clinical teams, external agencies, patients).**	*Negotiates win-win outcomes; manages sensitive interfaces.*	*Shapes long-term partnerships.*

In this role: *Responds to patient queries, GP referral contacts, HSC administrative counterparts and external agencies promptly, professionally and with appropriate clinical* **awareness***. Builds trusted working relationships with designated consultants through consistent, proactive and reliable Clinical Administration support. Coordinates effectively with reception, medical records, other colleagues and external partners on patient pathway and administrative matters. Is known and valued by clinical colleagues as a reliable, knowledgeable and patient-centred administrative professional.*

7. Independent Working & Team Collaboration *Level 2: Independent*

Level 1	Level 2	Level 3	Level 4
Meets assigned responsibilities reliably.	**Collaborates across teams; shares knowledge and updates.**	*Leads cross-functional work; mentors colleagues.*	*Builds structures and norms enabling effective collaboration.*

In this role: *Manages a full clinical secretarial workload independently, exercising professional initiative and judgement in the performance of all* **clinical***secretarial duties, escalating to the Senior Clinical Secretary or Clinical Services Manager only when situations genuinely require senior input. Provides cross-cover for colleagues willingly and without prompting. Shares knowledge of clinical services and operational processes with Medical Administrators. Contributes to a team culture of shared professional standards, mutual support and clinical service excellence.*

8. Digital & Systems Proficiency *Level 2: Independent*

Level 1	Level 2	Level 3	Level 4
Uses core packages (Outlook, Word, Excel, Teams) competently.	**Uses specialist systems accurately (e.g. Maxims EPR, digital transcription, scheduling).**	*Optimises workflows; creates templates and guidance.*	*Champions digital adoption and data-driven improvement.*

In this role: *Uses Maxims EPR, MSG's digital transcription service, Microsoft 365 and MSG's correspondence tools accurately and fully for all clinical secretarial functions. Develops and maintains EPR proficiency as a professional priority, ensuring all functions are conducted digitally rather than through paper workarounds. Creates and uses correspondence templates, clinic preparation checklists and administrative workflow tools to improve accuracy and efficiency.*

9. Resilience & Working Under Pressure *Level 2: Independent*

Level 1	Level 2	Level 3	Level 4
Maintains professionalism during busy periods.	**Prioritises effectively; de-escalates sensitive situations.**	*Leads teams through operational pressure safely.*	*Builds organisational capacity for resilience.*

In this role: *Maintains* **high standards** *and professional focus during busy periods, peak correspondence volumes, system changes, urgent results management and periods of team absence. Prioritises clinical secretarial tasks according to urgency, patient safety and consultant*

*need, n***ensuring administrative pressure never delays a response to an urgent clinical matter***. Remains calm, methodical and patient-focused regardless of competing demands.*

10. Continuous Improvement & Learning Mindset *Level 1: Foundation*			
Level 1	**Level 2**	**Level 3**	**Level 4**
Identifies personal learning needs; completes mandatory training.	*Implements local improvements; shares learning with colleagues.*	*Leads audits and improvement projects; measures impact.*	*Sets improvement priorities and governance; embeds a learning culture.*
In this role: *Actively develops clinical secretarial skills, medical terminology knowledge, Maxims EPR competency and understanding of MSG's clinical services over time, treating professional development as a personal responsibility rather than a management obligation. Applies training and feedback to daily practice promptly and consistently. Identifies and shares practical improvements to administrative workflows* **with** *the Senior Clinical Secretary. Completes all mandatory training on time.*			