University of Edinburgh

Job Description Template

This template is for use in writing Job Descriptions (JDs) for any purpose. This template can be expanded as required, but should usually be no more than 2 pages long. Please consult and follow the Guidance on Writing Job Descriptions.

1. Job Details

   Senior Secretary
   University Health Service
   Academic Registrar’s Division
   Mrs Jean Grant, Practice Business & Development Manager

2. Job Purpose

   To provide a comprehensive and confidential senior secretarial and administrative service to the doctors, nurses and other staff of the University Health Service general practice.

3. Main Responsibilities

   1. Provide full range of secretarial duties by filing, audio and copy typing of urgent and routine correspondence, referrals, insurance, medical and legal reports, fee notes and reminders, information sheets, producing posters for doctors, nurses and other practice staff so ensuring prompt referral of patients and processing of practice requirements. 60%

   2. Maintain accurate, up-to-date patient computer records when processing smear work. 4%

   3. Liase with Specialist Psychiatric Registrar regarding referrals and general queries for his clinic in the practice, receiving and passing on information between GPs and psychiatrist. 1%

   4. Identifying restocking needs, ordering and displaying patient information leaflets and posters to ensure adequate resources are available for the team and for patient information. 2%

   5. Implementing the Cervical Screening Programme within the practice by printing off and sending out letters to eligible females (currently 9090) at three monthly intervals inviting them to attend for a cervical smear. 15%

   6. Take and distribute minutes for various committees to aid the practice communication system. 2%

   7. Handle phone and face to face enquiries from all staff groups, patients, relatives, carers and Lothian NHS Trust providing information, directing and prioritising queries as appropriate to ensure efficiency and effectiveness of service delivery. 10%

   8. Opening internal and external mail received, deciding on allocation, if not clear by checking patient’s medical records to see who was the last GP to see them, so ensuring speedy and accurate mail distribution. Balancing postage book. 3%

   9. Undertake reception duties on 3rd and 4th floors of the practice as and when 2%
4. Planning and Organising
Plan own day to day workload generated from internal and external sources, prioritising and delegating as required, whilst accommodating immediate patient and practice needs. GPs dictate letters etc, routine dictation to be placed in box for audio typist, urgent dictation is given directly to Senior Secretary. Once Senior Secretary has completed urgent typing then works on routine typing. Respond to various requests for information.

5. Problem Solving
Deal with queries from patients and staff regarding liability to pay for services, e.g. medical/insurance reports, completion of medical health forms.
Telephoning various external agencies to request information required by doctor, nurses or any other practice staff.
Deal with queries from patients or other hospital staff regarding outpatient clinic appointments.

6. Decision Making
Prioritise workload regarding the typing of urgent/non urgent dictation.
Responsible, along with 1 GP Partner and Head Receptionist, following discussion, for costing of various medical health check forms not covered by NHS work.
When dealing with smear call/recall system have to check who is eligible for cervical smear and take action as appropriate. As we have a large number of international students registered at the practice quite a lot of smear letters are returned as the patients may have returned home. I have to decide, using my initiative and experience based on protocols, whether or not these patients' notes should be returned to Practitioner Services to be deducted from our list.
Which information to send in response to a general query and who to refer requests for more detailed information to.

7. Key Contacts/Relationships
Communicate with external agencies, staff, patients, relatives both verbally and in writing allowing for total service delivery.

8. Knowledge, Skills and Experience Needed for the Job
Knowledge and experience of Microsoft Office
Demonstrative IT skills
Previous experience in general medical practice or hospital department
Excellent verbal, written and interpersonal communication skills
Ability to use own initiative and appropriately seek advice when necessary
Ability to apply common sense approach to work activities
Wide knowledge of medical terminology
Ability to problem solve and take decisions at short notice
Good organisational and time management skills
Capable of working to deadlines, at times under pressure and be able to prioritise own workload.
Ability to work as part of a team and deal with difficult situations and a wide range of people using own initiative and make decisions as and when required
Appreciation of strict confidentiality issues
In addition to first class secretarial and organisational skills, a helpful and responsible personality is required.

9. Dimensions
Provide comprehensive secretarial and administrative support for 11 GPs including 7 partners, 2 GP Assistants, 1 Retainer and 1 GP Registrar, 4 nurses and 1 Health Care Assistant.
Practice has a patient population of approximately 23,000.
Using Microsoft Office, fax, email, photocopier, letter folding machine and medical software.
Although no direct supervision of staff is required the post holder will daily advise and initially assist in training the audio typist and will aid receptionists with queries which arise.

10. Job Context and any other relevant information
Operating in an ever changing environment with GP contract and University changes.
Have to be receptive to change.
Dealing with face to face or over the telephone conflict
## 11. Verification

*(JDs should be agreed by the relevant manager and individual job-holder or representative. Further verification may also be specified in some cases.)*

I agree that this job description conveys an accurate description of this job.

<table>
<thead>
<tr>
<th>Manager:</th>
<th>Job title</th>
<th>Name</th>
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