

**FRAMLINGHAM MEDICAL PRACTICE  
JOB SPECIFICATION – MEDICAL SECRETARY**

Essential	Desirable	Assessment
<p><b>Qualifications</b></p> <p>Good general secretarial skills Good level of education to GCSE / O Level standard or equivalent</p>	<p>Keen to learn new skills Medical terminology qualification</p>	<p>Application/Interview</p>
<p><b>Experience</b></p> <p>Computer literate with excellent keyboard skills General secretarial experience Self-starter, able to work on own initiative, following set procedures and protocols</p>	<p>Previous experience of working in General Practice Use of clinical system software e.g. SystmOne</p>	<p>Application/Interview</p>
<p><b>Skills &amp; Abilities</b></p> <p>Excellent communicator both verbally and written demonstrated with people at all levels and in all circumstances Ability to organise own tasks and work systematically in a busy environment Ability to respect strict confidentiality at all times High level of proficiency in MS Office, especially Word Excellent attention to detail and high standards of accuracy Ability to work on own initiative without close supervision Ability to work under pressure and prioritise workloads</p>	<p>An enquiring mind with a willingness to learn new skills and procedures</p>	<p>Application/Interview</p>
<p><b>Knowledge &amp; Understanding</b></p> <p>Demonstrate an understanding and commitment to good standards of patient care Enjoys working as part of a Primary Care Team Flexible in approach to work and ability to cover colleagues during leave/busy periods Ability to follow protocols and referral pathways</p>	<p>Understanding of and commitment to Health &amp; Safety in the workplace</p>	<p>Application/Interview/ Reference</p>

<p><b>Personal Attributes</b></p> <p>Be able to demonstrate an understanding and commitment to working within a team</p> <p>Ability to remain calm under pressure</p> <p>Capable of working supervised and unsupervised</p> <p>Capable of consistent accuracy and concentration under pressure</p> <p>Flexible to meet the needs of the service</p> <p>Good interpersonal skills in order to liaise with health professionals at all levels across the organisation.</p>	<p>Keen to learn new skills</p>	<p>Application/Interview</p>
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