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Medical secretary/personal assistant

NHS medical secretaries make sure that our frontline staff are able to dedicate their time to patient care while our personal assistants support our senior leaders.

Working life

As a medical secretary or personal assistant, you'll usually work for a senior member of staff or group of staff. You'll support the work of a department by taking on administrative and secretarial tasks. For example:

- typing
- arranging meetings and taking minutes
- managing diaries
- arranging travel
- dealing with enquiries
- taking phone calls
- ordering stationery
- dealing with post and emails
- creating and updating spreadsheets and databases

wht-female-clerk-ambulance

You could be based in clinical areas such as:

- hospital departments of all types
- specialist clinics, including cancer centres or accident and emergency units
- GP surgeries and health centres

You may have contact with patients and their families as well as with healthcare staff and other admin staff.

Apprenticeships logo

Personal assistants may also be based in non-clinical areas such as NHS headquarters buildings where there is little or no contact with patients.

Medical secretaries/personal assistants may supervise a team of admin/secretarial staff such as clerks [1] or typists [2].

Entry requirements, skills and interests

Medical secretaries/personal assistants have usually worked elsewhere in the NHS so they have experience of medical terminology and NHS ways of working.

There are no set entry requirements for a medical secretary/personal assistant. However, employers expect excellent keyboard skills. They may ask for qualifications in typing or word processing. Employers also expect a good standard of literacy, numeracy and IT skills. They may ask for GCSEs or equivalent qualifications. You may be able to enter an apprenticeship [3] through an administrative role and through further training and qualifications, progress to more senior roles as a medical secretary or personal assistant.

They support the work of a department.

Personal characteristics

As a medical secretary or personal assistant, you'll need to:

- · work accurately and methodically
- meet deadlines
- use medical terminology
- pay attention to detail
- · work in a team but use their own initiative
- work with all types of people
- be helpful and reassuring if dealing with patients and their families

Skills required

- excellent keyboard skills
- IT skills
- good spelling and grammar
- organisational skills

Training and development

You will get the training you need to do the job. This includes an introduction to the department, how to use the IT and phone equipment and the procedures to follow. You may also have training in customer care.

You may be offered the chance to take qualifications such as NVQs or those from:

• the <u>Association of Medical Secretaries</u>, <u>Practice Managers</u>, <u>Administrators and</u> Receptionists [4] (AMSPAR)

the British Society of Medical Secretaries and Administrators [5] (BSMSA)

Some medical secretaries/personal assistants become members of AMSPAR or BSMSA. Both AMSPAR and BSMSA offer training, online forums and newsletters so staff can network with others doing the same type of work

Pay and conditions

Medical secretaries and personal assistants in the NHS are paid on the <u>Agenda for Change</u> [6] (AfC [7]) pay system. You'd typically be on a salary at AfC [7] band 3 or 4 and could progress, with further training and qualifications to posts at band 5. Terms and conditions will be different for administrative staff working outside of the NHS. Medical secretaries/personal assistants work standard hours of around 37.5 a week. In some jobs, this could involve early starts, evenings and weekends.

Where the role can lead

With experience, you could become a manager, responsible for an admin or secretarial department. Some medical secretaries/personal assistants move into other areas such as <u>finance</u> [8], <u>HR</u> [9] or <u>health records</u> [10]. You may also have the opportunity to move into informatics, [11] specialising in electronic data or into IT.

Job market and vacancies

If you're applying for a role either directly in the NHS or in an organisation that provides NHS services, you'll be asked to show how you think the NHS values apply in your everyday work. Find out more about NHS values. [12]

Most NHS trusts advertise their vacancies on NHS Jobs [13]. Some of the current vacancies are below.

Find a vacancy

Show re	eulte w	rithin		
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Personal Assistant

Port Talbot, SA12 7BX

Salary:

£26928.00 to £29551.00

Type:

Fixed-Term

Employer:

Swansea Bay University Health Board

Apply now on NHS Jobs for Personal Assistant job (opens in a new window) [14]

Personal Assistant

Blackpool, FY3 8NR

Salary:

£26006.00 to £31440.00

Type:

Permanent

Employer:

Blackpool Teaching Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Personal Assistant job (opens in a new window) [15]

Personal Assistant

Middlesbrough, TS4 3AF

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Tees Esk and Wear Valleys NHS Foundation Trust

Apply now on NHS Jobs for Personal Assistant job (opens in a new window) [16]

Medical Secretary and Admin Assistant

Oxford, OX1 2NA

Oxford, OX29JS

Salary:

£14.00

Type:

Permanent

Employer:

19 Beaumont St GP Surgery

Apply now on NHS Jobs for Medical Secretary and Admin Assistant job (opens in a new window) [17]

Outpatients Personal Assistant / Administration Assistant

Coventry, CV2 2DX

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

University Hospitals Coventry and Warwickshire NHS Trust

Apply now on NHS Jobs for Outpatients Personal Assistant / Administration

Assistant job (opens in a new window) [18]

Medical Secretary

London, SE3 7HB

Salary:

£13.21

Type:

Permanent

Employer:

Blackheath Standard PMS

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [19]

Medical Secretary

Totnes, TQ9 5JA

Salary:

£12.65

Type:

Permanent

Employer:

Leatside Surgery

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [20]

Medical Secretary

Welwyn, AL6 9ER

Salary:

£27857.00 to £30570.00

Type:

Permanent

Employer:

Hertfordshire Partnership University NHS Foundation Trust

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [21]

Chelmsford, CM1 3EH

Salary:

Negotiable

Type:

Permanent

Employer:

Primary Care Careers

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [22]

Medical Secretary

Bournemouth, BH7 7DW

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

University Hospitals Dorset NHS Foundation Trust

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [23]

Medical Secretary

Feering, CO5 9SE

Salary:

Negotiable

Type:

Permanent

Employer:

Primary Care Careers

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [24]

Medical Secretary

Pentre, Rhondda, CF41 7BT

Salary:

£24433.00 to £26060.00

Type:

Permanent

Employer:

Cwm Taf Morgannwg University Health Board

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [25]

Farnborough, GU14 0NP

Salary:

Negotiable

Type:

Permanent

Employer:

Voyager Family Health

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [26]

Medical Secretary

Oxford, OX3 9JA

Salary:

Negotiable

Type:

Permanent

Employer:

Hedena Health Ltd

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [27]

Medical Secretary

Rotherham, S66 2JQ

Salary:

£12733.00

Type:

Permanent

Employer:

Dr Clarke & Partners

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [28]

Medical Secretary

Bournemouth, BH8 8DE

Salary:

Negotiable

Type:

Permanent

Employer:

Shelley Manor & Holdenhurst Medical Centre

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [29]

Newcastle upon Tyne, NE6 4QD

Salary:

Negotiable

Type:

Permanent

Employer:

Benfield Park Medical Group

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [30]

Medical Secretary

Walsall, WS2 9XH

Salary:

£26530.00 to £29114.00

Type:

Fixed-Term

Employer:

Black Country Healthcare NHS Foundation Trust

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [31]

Medical Secretary

Carlisle, CA1 1PY

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Cumbria, Northumberland, Tyne and wear (CNTW) NHS Foundation Trust Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [32]

Medical Secretary

Colchester, CO3 4LN

Salary:

Negotiable

Type:

Permanent

Employer:

Primary Care Careers

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [33]

Colchester, CO3 4LN

Salary:

Negotiable

Type:

Permanent

Employer:

Primary Care Careers

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [33]

Medical Secretary

Sheffield, S10 2TH

Salary:

£24625.00 to £25674.00

Type:

Fixed-Term

Employer:

Sheffield Children's NHS Foundation Trust

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [34]

Medical Secretary

Doncaster, DN1 2DS

Salary:

Negotiable

Type:

Permanent

Employer:

Regent Square Group Practice

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [35]

Medical Secretary

Wymondham, NR18 0RF

Salary:

£12.21

Type:

Permanent

Employer:

Wymondham Medical Partnership

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [36]

Darlington, DL3 6HX

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

County Durham & Darlington NHS Foundation Trust

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [37]

Medical Secretary

Great Yarmouth, NR31 6LA

Salary:

£24625.00 to £25674.00

Type:

Fixed-Term

Employer:

James Paget University Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [38]

Medical Secretary

Ashington, NE63 9JJ

Salary:

£24625.00 to £25674.00

Type:

Fixed-Term

Employer:

Northumbria Healthcare NHS Foundation Trust

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [39]

Medical Secretary

Harrogate, HG2 7SX

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

Harrogate and District NHS Foundation Trust

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [40]

Minehead, TA24 6DF

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Somerset NHS Foundation Trust

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [41]

Medical Secretary

Durham, DH1 5TW

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

County Durham & Darlington NHS Foundation Trust

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [42]

Medical Secretary

Bangor, LL57 2PW

Salary:

£24433.00 to £26060.00

Type:

Permanent

Employer:

Betsi Cadwaladr University Health Board

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [43]

Medical Secretary

Darlington, DL3 6HX

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

County Durham & Darlington NHS Foundation Trust

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [44]

Plymouth, PL6 8DH

Salary:

£24625.00 to £25674.00

Type:

Fixed-Term

Employer:

University Hospitals Plymouth NHS Trust

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [45]

Medical Secretary

Didcot, OX11 7GD

Salary:

Negotiable

Type:

Permanent

Employer:

Oak Tree Health Centre

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [46]

Medical Secretary

Darlington, North East, DL1 2LN

Salary:

£28260.00 to £28260.00

Type:

Permanent

Employer:

Cygnet Health Care

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [47]

Medical secretary

Ivybridge, PL219AE

Salary:

£12.42

Type:

Permanent

Employer:

Beacon Medical Group

Apply now on NHS Jobs for Medical secretary job (opens in a new window) [48]

Wolverhampton, WV100QP

Salary:

£26530.00 to £29114.00

Type:

Fixed-Term

Employer:

Black Country Healthcare NHS Foundation Trust

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [49]

Medical Secretary

Didcot, OX11 7JH

Salary:

£12.21

Type:

Permanent

Employer:

Didcot Health Centre

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [50]

Medical Secretary

Romford, RM3 0DR

Salary:

Negotiable

Type:

Permanent

Employer:

The Greenwood Practice

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [51]

Medical Secretary

Great Yarmouth, NR31 6LA

Salary:

£24625.00 to £25674.00

Type:

Fixed-Term

Employer:

James Paget University Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [52]

Didcot, OX11 7JH

Salary:

£12.21

Type:

Permanent

Employer:

Didcot Health Centre

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [50]

Medical Secretary

Newton Aycliffe, DL5 5LH

Salary:

£12.95 to £13.95

Type:

Permanent

Employer:

Bewick Crescent Surgery

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [53]

Medical Secretary

London, NW10 5UY

Salary:

Negotiable

Type:

Fixed-Term

Employer:

Primary Care Management Solutions Ltd

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [54]

Fixed Term Personal Assistant

Birmingham, B152QD

Salary:

£33000.00

Type:

Fixed-Term

Employer:

Practice Plus Group

Apply now on NHS Jobs for Fixed Term Personal Assistant job (opens in a new window) [55]

Patient Services Assistant Medical Secretary - Medicine Administration

Grimsby, DN33 2BA

Salary:

£24169.00

Type:

Permanent

Employer:

Northern Lincolnshire and Goole NHS Foundation Trust

<u>Apply now on NHS Jobs for Patient Services Assistant Medical Secretary -</u>

<u>Medicine Administration job (opens in a new window) [56]</u>

Medical Secretary - Gastroenterology

Dorchester, DT1 2JY

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

Dorset County Hospital NHS Foundation Trust

Apply now on NHS Jobs for Medical Secretary - Gastroenterology job (opens in a new window) [57]

Senior Medical Secretary

Aberystwyth, SY23 1ER

Salary:

£26928.00 to £29551.00

Type:

Permanent

Employer:

Hywel Dda University Health Board

Apply now on NHS Jobs for Senior Medical Secretary job (opens in a new window)

[58]

Medical Secretary (XN04)

Leeds, LS14 6UH

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Imaging Medical Secretary

Milton Keynes, MK6 5LD

Salary:

£26530.00 to £29114.00

Type:

Fixed-Term

Employer:

Milton Keynes University Hospital NHS Foundation Trust

Apply now on NHS Jobs for Imaging Medical Secretary job (opens in a new window) [60]

Support Medical Secretary

Sheffield, S10 2SJ

Salary:

£24625.00 to £25674.00

Type:

Fixed-Term

Employer:

Sheffield Teaching Hospitals NHS Foundation Trust Apply now on NHS Jobs for Support Medical Secretary job (opens in a new window) [61]

Medical Secretary (XN03)

Leeds, LS9 7TF

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

Leeds Teaching Hospitals

Apply now on NHS Jobs for Medical Secretary (XN03) job (opens in a new window)

Medical Secretary (Vascular)

Warrington, WA5 1QG

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

Countess of Chester Hospital NHS Foundation Trust

Apply now on NHS Jobs for Medical Secretary (Vascular) job (opens in a new window) [63]

Senior Medical Secretary

Wolverhampton, WV10 0QP

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

The Royal Wolverhampton NHS Trust

Apply now on NHS Jobs for Senior Medical Secretary job (opens in a new window)

Support Medical Secretary

Wirral, CH49 5PE

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

Wirral University Teaching Hospitals NHS Trust

Apply now on NHS Jobs for Support Medical Secretary job (opens in a new window) [65]

Medical Secretary- Oncology

Plymouth, PL6 8DH

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

University Hospitals Plymouth NHS Trust

Apply now on NHS Jobs for Medical Secretary- Oncology job (opens in a new window) [66]

Medical Secretary/Administrator

Shrewsbury, SY3 0PF

Salary:

Negotiable

Type:

Permanent

Employer:

The Beeches Medical Practice

Apply now on NHS Jobs for Medical Secretary/Administrator job (opens in a new window) [67]

Medical Secretary (XN03)

Leeds, LS9 7TF

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

Leeds Teaching Hospitals

Apply now on NHS Jobs for Medical Secretary (XN03) job (opens in a new window)

Trainee Medical Secretary

Swansea, SA15DY

Salary:

£26928.00 to £29551.00

Type:

Permanent

Employer:

Public Health Wales

Apply now on NHS Jobs for Trainee Medical Secretary job (opens in a new window) [69]

Medical Secretary Urology

Yeovil, BA21 4AT

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

Somerset NHS Foundation Trust

Apply now on NHS Jobs for Medical Secretary Urology job (opens in a new window) [70]

Histopathology Medical secretary

Harrogate, HG2 7SX

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

Harrogate and District NHS Foundation Trust

Apply now on NHS Jobs for Histopathology Medical secretary job (opens in a new window) [71]

Further information

- Association of Medical Secretaries, Practice Managers, Administrators and Receptionists [72]
- o British Society of Medical Secretaries and Administrators [73]

Other roles that may interest you

- Health records staff [74]
- Finance staff [75]
- Human resources staff [76]
- Administrative management [77]

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