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<u>Home</u> > Explore roles > <u>Wider healthcare team</u> > <u>Roles in the wider healthcare team</u> > <u>Administration</u> > <u>Medical secretary/personal assistant</u>

# 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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#### Assistant Medical Secretary

York, YO31 8HE

Salary:

£24937.00 to £26598.00

Type:

Fixed-Term

Employer:

York and Scarborough Teaching Hospitals NHS Foundation Trust

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

#### Personal Secretary

Highbury, NG6 9DR

Salary:

£26530.00 to £29114.00

Type:

Fixed-Term

Employer:

Nottinghamshire Healthcare NHS Foundation Trust

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

#### Personal Assistant

Worcester, WR5 1JR

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Herefordshire and Worcestershire Health and Care NHS Trust
Apply now on NHS Jobs for Personal Assistant job (opens in a new window) [16]

#### Personal Assistant

Bulwell, NG6 8WR

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

Nottingham CityCare Partnership CIC

Apply now on NHS Jobs for Personal Assistant job (opens in a new window) [17]

#### Personal Assistant

Retford, DN22 0PD

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Nottinghamshire Healthcare NHS Foundation Trust

Apply now on NHS Jobs for Personal Assistant job (opens in a new window) [18]

#### Personal Assistant

Swansea, SA2 0GH

Salary:

£26928.00 to £29551.00

Type:

Permanent

Employer:

Swansea Bay University Health Board

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

## Medical Secretary

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) [20]

### Medical Secretary

Thames Ditton, KT7 0UP

Salary:

£12.50

Type:

Permanent

Employer:

Thorkhill Surgery

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

Blyth, NE24 1HD

Salary:

Negotiable

Type:

Permanent

Employer:

Railway Medical Group

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

## Medical Secretary

Bodelwyddan, LL18 5UJ

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) [23]

## Medical Secretary

Lichfield, WS13 6EE

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Midlands Partnership NHS Foundation Trust

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

### Medical Secretary

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 job (opens in a new window) [25]

Carlisle, Cumbria, CA2 7HY

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

North Cumbria Integrated Care NHS Foundation Trust

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

## Medical Secretary

Ipswich, IP1 5EN

Ipswich, IP1 6DW

Ipswich, IP1 4BX

Salary:

Negotiable

Type:

Permanent

Employer:

**Cardinal Medical Practice** 

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

## 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) [28]

## 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) [29]

Fareham, PO16 7ER

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

Hampshire and Isle of Wight Healthcare NHS Foundation Trust

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

## Medical Secretary

Knebworth, SG3 6ER

Salary:

£13.00

Type:

Permanent

Employer:

Knebworth & Marymead Medical Practice

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

## Medical Secretary

Torquay, TQ2 7AA

Salary:

£24625.00 to £25674.00

Type:

Secondment

Employer:

Torbay and South Devon NHS Foundation Trust

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [32]

### Medical Secretary

Brighton, BN2 5BE

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

University Hospitals Sussex NHS Foundation Trust (279)

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

Halifax/Huddersfield, HD3 3EA

Salary:

£24937.00 to £26598.00

Type:

Fixed-Term

Employer:

Calderdale and Huddersfield NHS Foundation Trust

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

### Medical Secretary

Birmingham, B43 7HB

Salary:

Negotiable

Type:

Permanent

Employer:

**Great Barr Medical Centre** 

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

## Medical Secretary

Sunderland, SR3 4AG

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

South Tyneside and Sunderland NHS Foundation Trust

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

### Medical Secretary

Plymouth, PL6 8BQ

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) [37]

Brighton, BN2 5BF

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

University Hospitals Sussex NHS Foundation Trust (279)

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

## Medical Secretary

Brighton, BN2 3EW

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

University Hospitals Sussex NHS Foundation Trust (279)

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

## Medical Secretary

Hull, HU3 3SW

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

**Humber Teaching NHS Foundation Trust** 

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

## Medical Secretary

Sheffield, S10 2JF

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Sheffield Teaching Hospitals NHS Foundation Trust

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

Devizes, SN10 2BU

Salary:

£12.53 to £13.00

Type:

Permanent

Employer:

The Lansdowne Surgery

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

## Medical Secretary

Nr Pontypool, NP4 0AH

Salary:

£26890.00

Type:

Permanent

Employer:

Elysium Healthcare

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

#### Medical Secretary

St Albans, AL5 5TL

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) [44]

#### Medical Secretary

Bodmin, PL31 2JJ

Bodmin, PL31 2FR

Bodmin, PL31 2LB

Salary:

Negotiable

Type:

Permanent

Employer:

Bosvena Health

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

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

High Wycombe, HP12 3AF

Salary:

Negotiable

Type:

Permanent

Employer:

Tower House Surgery

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

## Medical Secretary

Halstead, CO9 1EX

Salary:

Negotiable

Type:

Permanent

Employer:

**Primary Care Careers** 

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

### 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) [49]

Halesworth, IP19 8SG

Salary:

Negotiable

Type:

Permanent

Employer:

**Cutlers Hill Surgery** 

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

## 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) [51]

## 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) [52]

### Medical Secretary

kent, Br7 5aq

Chislehurst, BR7 6DB

Salary:

£13.20

Type:

Permanent

Employer:

The Chislehurst Partnership

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

#### Personal Assistant (XN04)

Leeds, LS9 7TF

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Leeds Teaching Hospitals

Apply now on NHS Jobs for Personal Assistant (XN04) job (opens in a new window) [54]

## Senior Personal Assistant (PA)

Taunton, TA1 5DA

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

Somerset NHS Foundation Trust

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

#### Senior Administrator - 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 Senior Administrator - Personal Assistant job (opens in a new window) [56]

## Support Medical Secretary

Dudley, DY1 2HQ

Salary:

£24625.00 to £25674.00

Type:

Fixed-Term

Employer:

The Dudley Group NHS Foundation Trust

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

#### Senior Medical Secretary

Gobowen, SY10 7AG

Salary:

£26530.00 to £29114.00

Type:

Fixed-Term

Employer:

Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust Apply now on NHS Jobs for Senior Medical Secretary job (opens in a new window)

### 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) [59]

## Dermatology Medical Secretary

Dorchester, DT1 1QR

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

Dorset County Hospital NHS Foundation Trust

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

## Medical Secretary/Administrator

Halesowen, B63 4WD

Salary:

£12.35 to £13.00

Type:

Permanent

Employer:

Halesowen Medical Practice

Apply now on NHS Jobs for Medical Secretary/Administrator job (opens in a new window) [61]

### PA Medical Secretary

Manchester, M20 4BX

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

The Christie NHS FT

Apply now on NHS Jobs for PA Medical Secretary job (opens in a new window) [62]

## Cardiology Medical Secretary

Guildford, GU2 7XX

Salary:

£27857.00 to £30570.00

Type:

Permanent

Employer:

Royal Surrey NHS Foundation Trust

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

## Medical Secretary/Administrator

Cheltenham, GL52 6HS

Salary:

Negotiable

Type:

Permanent

Employer:

Sixways

Apply now on NHS Jobs for Medical Secretary/Administrator job (opens in a new window) [64]

## Medical Secretary / Administrator

Accrington, BB5 3JB Accrington, BB5 1RP Blackburn, BB2 3PF

Salary:

Negotiable

Type:

Permanent

Employer:

Oswald Medical Centre

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

### Medical Secretary (XN04)

Leeds, LS1 3EX

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Leeds Teaching Hospitals

Apply now on NHS Jobs for Medical Secretary (XN04) job (opens in a new window)

### GP Medical Secretary

Sheerness, ME12 1QU

Salary:

Negotiable

Type:

Permanent

Employer:

St Georges Medical Centre

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

## PA / Medical Secretary

Bedford, MK45 2TG

Salary:

£25500.00

Type:

Permanent

Employer:

Houghton Close Surgery

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

## Personal Assistant / Legal Services Administrator

Cwmbran, NP44 8YN

Salary:

£26928.00 to £29551.00

Type:

Permanent

Employer:

Aneurin Bevan University Health Board

Apply now on NHS Jobs for Personal Assistant / Legal Services Administrator job (opens in a new window) [69]

### Project Support Officer / Personal Assistant

Cardiff, CF10 4BZ

Salary:

£30420.00 to £37030.00

Type:

Permanent

Employer:

Public Health Wales

Apply now on NHS Jobs for Project Support Officer / Personal Assistant job (opens in a new window) [70]

### Medical Secretary - Plastic Surgery

East Grinstead, RH19 3DZ

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Queen Victoria Hospital NHS Foundation Trust

Apply now on NHS Jobs for Medical Secretary - Plastic Surgery job (opens in a new window) [71]

## Medical Secretary - Cellular Pathology

Torquay, TQ2 7AA

Salary:

£24071.00 to £25674.00

Type:

Permanent

Employer:

Torbay and South Devon NHS Foundation Trust

Apply now on NHS Jobs for Medical Secretary - Cellular Pathology job (opens in a new window) [72]

## Medical secretary/admin support

Salisbury, SP2 8BJ

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

Salisbury NHS Foundation Trust

Apply now on NHS Jobs for Medical secretary/admin support job (opens in a new window) [73]

# Further information

- Association of Medical Secretaries, Practice Managers, Administrators and Receptionists [74]
- o British Society of Medical Secretaries and Administrators [75]

# Other roles that may interest you

- Health records staff [76]
- Finance staff [77]
- Human resources staff [78]
- Administrative management [79]

**Source URL:** https://www.healthcareers.nhs.uk/explore-roles/wider-healthcare-team/roles-wider-healthcare-team/administration/medical-secretarypersonal-assistant

#### Links

[1] https://www.healthcareers.nhs.uk/explore-roles/administration/clerk [2]

https://www.healthcareers.nhs.uk/explore-roles/administration/secretarytypist[3]

https://www.healthcareers.nhs.uk/i-am/secondary-school-or-fe-college/apprenticeships-traineeships-and-cadet-schemes [4] http://www.amspar.com/ [5] http://www.bsmsa.org.uk/ [6]

https://www.healthcareers.nhs.uk/about/careers-nhs/nhs-pay-and-benefits/agenda-change-pay-rates [7]

https://www.healthcareers.nhs.uk/glossary#AfC [8] https://www.healthcareers.nhs.uk/explore-

roles/corporate-services/finance-staff [9] https://www.healthcareers.nhs.uk/explore-roles/corporate-

services/human-resources-staff [10] https://www.healthcareers.nhs.uk/explore-roles/administration/health-records-staff [11] https://www.healthcareers.nhs.uk/explore-roles/health-informatics [12]

https://www.healthcareers.nhs.uk/about/working-health/nhs-constitution [13] http://www.jobs.nhs.uk/ [14]

https://beta.jobs.nhs.uk/candidate/jobadvert/C9419-25-0521 [15]

https://beta.jobs.nhs.uk/candidate/jobadvert/C9186-25-0700 [16]

https://beta.jobs.nhs.uk/candidate/jobadvert/C9798-1450 [17]

https://beta.jobs.nhs.uk/candidate/jobadvert/B9826-PGCE-6295 [18]

https://beta.jobs.nhs.uk/candidate/jobadvert/C9186-25-0705 [19]

https://beta.jobs.nhs.uk/candidate/jobadvert/H9130-25-0496 [20]

https://beta.jobs.nhs.uk/candidate/jobadvert/M0038-25-0767 [21]

https://beta.jobs.nhs.uk/candidate/jobadvert/A5562-25-0004 [22]

https://beta.jobs.nhs.uk/candidate/jobadvert/A0792-25-0011 [23]

https://beta.jobs.nhs.uk/candidate/jobadvert/H9050-25-1572 [24]

https://beta.jobs.nhs.uk/candidate/jobadvert/19030-25-1972 [24]

https://beta.jobs.nhs.uk/candidate/jobadvert/C9216-25-0706 [26]

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https://beta.jobs.nhs.uk/candidate/jobadvert/C9262-25-0755 [27]
https://beta.jobs.nhs.uk/candidate/jobadvert/A0397-25-0003 [28]
https://beta.jobs.nhs.uk/candidate/jobadvert/A3940-25-0010 [29]
https://beta.jobs.nhs.uk/candidate/jobadvert/A3327-25-0001 [30]
https://beta.jobs.nhs.uk/candidate/jobadvert/C9348-25-1383 [31]
https://beta.jobs.nhs.uk/candidate/jobadvert/A5191-25-0001 [32]
https://beta.jobs.nhs.uk/candidate/jobadvert/C9388-25-0742 [33]
https://beta.jobs.nhs.uk/candidate/jobadvert/C9279-25-1063 [34]
https://beta.jobs.nhs.uk/candidate/jobadvert/C9372-25-0389 [35]
https://beta.jobs.nhs.uk/candidate/jobadvert/A4072-25-0001 [36]
https://beta.jobs.nhs.uk/candidate/jobadvert/C9155-FCAC-0525-47 [37]
https://beta.jobs.nhs.uk/candidate/jobadvert/C9216-25-0715 [38]
https://beta.jobs.nhs.uk/candidate/jobadvert/C9279-25-1058 [39]
https://beta.jobs.nhs.uk/candidate/jobadvert/C9279-25-1062 [40]
https://beta.jobs.nhs.uk/candidate/jobadvert/C9338-25-0312 [41]
https://beta.jobs.nhs.uk/candidate/jobadvert/C9190-25-0668 [42]
https://beta.jobs.nhs.uk/candidate/jobadvert/A5785-25-0004 [43]
https://beta.jobs.nhs.uk/candidate/jobadvert/E0132-25-0841 [44]
https://beta.jobs.nhs.uk/candidate/jobadvert/C9367-25-0475 [45]
https://beta.jobs.nhs.uk/candidate/jobadvert/A1380-25-0011 [46]
https://beta.jobs.nhs.uk/candidate/jobadvert/A4181-25-0003 [47]
https://beta.jobs.nhs.uk/candidate/jobadvert/A1861-25-0005 [48]
https://beta.jobs.nhs.uk/candidate/jobadvert/M0038-25-0830 [49]
https://beta.jobs.nhs.uk/candidate/jobadvert/C9421-25-0450 [50]
https://beta.jobs.nhs.uk/candidate/jobadvert/A1418-25-0003 [51]
https://beta.jobs.nhs.uk/candidate/jobadvert/A2323-25-0001 [52]
https://beta.jobs.nhs.uk/candidate/jobadvert/E0054-25-0017LMGP [53]
https://beta.jobs.nhs.uk/candidate/jobadvert/A2753-25-0006 [54]
https://beta.jobs.nhs.uk/candidate/jobadvert/C9298-SIM-179 [55]
https://beta.jobs.nhs.uk/candidate/jobadvert/C9184-25-0907 [56]
https://beta.jobs.nhs.uk/candidate/jobadvert/C9346-25-0706 [57]
https://beta.jobs.nhs.uk/candidate/jobadvert/C9253-25-0217 [58]
https://beta.jobs.nhs.uk/candidate/jobadvert/C9224-25-0138 [59]
https://beta.jobs.nhs.uk/candidate/jobadvert/A2362-25-0005 [60]
https://beta.jobs.nhs.uk/candidate/jobadvert/C9405-25-0205 [61]
https://beta.jobs.nhs.uk/candidate/jobadvert/A0308-25-0001 [62]
https://beta.iobs.nhs.uk/candidate/iobadvert/C9413-25-0383 [63]
https://beta.jobs.nhs.uk/candidate/jobadvert/C9384-25-0460 [64]
https://beta.jobs.nhs.uk/candidate/jobadvert/A0350-25-0013 [65]
https://beta.jobs.nhs.uk/candidate/jobadvert/A1830-25-0001 [66]
https://beta.jobs.nhs.uk/candidate/jobadvert/C9298-TRS-110B [67]
https://beta.jobs.nhs.uk/candidate/jobadvert/A2869-25-0006 [68]
https://beta.jobs.nhs.uk/candidate/jobadvert/A0281-25-0002 [69]
https://beta.jobs.nhs.uk/candidate/jobadvert/H9040-25-0868 [70]
https://beta.jobs.nhs.uk/candidate/jobadvert/C9028-25-0171 [71]
https://beta.jobs.nhs.uk/candidate/jobadvert/C9276-25-0122 [72]
https://beta.jobs.nhs.uk/candidate/jobadvert/C9388-25-0763 [73]
https://beta.jobs.nhs.uk/candidate/jobadvert/C9269-25-0247 [74] http://www.amspar.com [75]
http://www.bsmsa.org.uk [76] https://www.healthcareers.nhs.uk/Explore-roles/wider-healthcare-team/roles-
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