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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		
	Juito W	1611111		

#### Medical Secretary/Personal Assistant

Ashton-under-Lyne, OL6 9RW

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

The Christie NHS FT

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

#### Personal Medical Secretary

Prescot, L35 5DR

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Mersey and West Lancashire Teaching Hospitals NHS Trust

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

#### Medical Personal Assistant

Maghull, L31 1HW

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Mersey Care NHS Foundation Trust

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

#### Personal Assistant/ Secretary to Head of Department

317 02 Royal Victoria Infirmary, NE1 4LP

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

The Newcastle upon Tyne Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Personal Assistant/ Secretary to Head of Department job (opens in a new window) [17]

#### Personal Secretary, Radiology

Llantrisant, CF72 8XR

Salary:

£26928.00 to £29551.00

Type:

Permanent

Employer:

Cwm Taf Morgannwg University Health Board

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

#### 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) [19]

## Medical Secretary / Senior Administration Assistant

Doncaster, DN4 8JS

Salary:

£24637.57 to £25674.00

Type:

Permanent

Employer:

Rotherham Doncaster and South Humber NHSFT

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

### Medical Secretary/Higher Medical Secretary

Middlesbrough, TS4 3BW

Salary:

£24625.00 to £29114.00

Type:

Permanent

Employer:

South Tees Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Medical Secretary/Higher Medical Secretary job

(opens in a new window) [21]

#### Medical Secretary/Higher Medical Secretary

Middlesbrough, TS4 3BW

Salary:

£24625.00 to £29114.00

Type:

Permanent

Employer:

South Tees Hospitals NHS Foundation Trust

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

#### Personal Assistant

Wakefield, WF1 4DG

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

The Mid Yorkshire Teaching NHS Trust

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

#### Personal Assistant

Maidenhead, SL6 6DU

Salary:

£31469.00 to £38308.00

Type:

Permanent

Employer:

Berkshire Healthcare Foundation Trust

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

#### Personal Assistant

Derby, DE22 3LZ

Salary:

£26530.00 to £29114.00

Type:

Fixed-Term

Employer:

Derbyshire Healthcare NHS Foundation Trust Apply now on NHS Jobs for Personal Assistant job (opens in a new window) [25]

#### Nursing Administration/ Personal Secretary

Newport, NP20 2UB

Salary:

£24433.00 to £26060.00

Type:

Permanent

Employer:

Aneurin Bevan University Health Board

Apply now on NHS Jobs for Nursing Administration/ Personal Secretary job (opens in a new window) [26]

#### Medical Secretary

Altrincham, WA15 7XR

Salary:

Negotiable

Type:

Permanent

Employer:

Park Medical Practice

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

#### 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) [28]

## Medical Secretary

Bletchley, MK3 7QU Bletchley, MK2 3HN

Salary:

Negotiable

Type:

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Permanent
 Employer:
       Whaddon Healthcare
 Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [29]

    Medical Secretary

 Durham, TS20 2UZ
 Salary:
       Negotiable
 Type:
       Fixed-Term
 Employer:
       Norton Medical Centre
 Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [30]

    Medical Secretary

 Derby, DE21 6LA
 Salary:
       £25447.00
 Type:
       Permanent
 Employer:
       Park Medical Practice
 Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [31]

    Medical Secretary

 Sheffield, S10 2SJ
 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) [32]

    Medical Secretary

 Coventry, CV2 2DX
 Salary:
       £26530.00 to £29114.00
 Type:
       Permanent
  Employer:
```

Warrington, WA5 1QG

Salary:

Negotiable

Type:

Permanent

Employer:

Warrington and Halton Teaching Hospitals NHSFT

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

#### Medical Secretary

Devizes, SN10 2BU

Salary:

£12.53

Type:

Permanent

Employer:

The Lansdowne Surgery

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

## Medical Secretary

Horsham, RH12 1PJ

Salary:

£12.21

Type:

Permanent

Employer:

**Orchard Surgery** 

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

### Medical Secretary

Nuneaton, CV11 5HX

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Coventry and Warwickshire Partnership Trust

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

Swansea, SA2 8PG

Salary:

£12.48

Type:

Permanent

Employer:

University Health Centre

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

#### Medical Secretary

Llangefni, LL77 7PP

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) [39]

#### Medical Secretary

Maidenhead, SL6 6EL

Salary:

Negotiable

Type:

Permanent

Employer:

The Symons Medical Centre

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

#### Medical Secretary

Swansea, SA2 8QA

Salary:

£26928.00 to £29551.00

Type:

Permanent

Employer:

Swansea Bay University Health Board

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

Sleaford, NG34 7HD

Salary:

Negotiable

Type:

Permanent

Employer:

Sleaford Medical Group

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

#### Medical Secretary

Woodbridge, IP12 1EE

Salary:

Negotiable

Type:

Permanent

Employer:

**Primary Care Careers** 

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

#### Medical Secretary

Leicester, LE8 0LG

Salary:

£12.23

Type:

Permanent

Employer:

South Leicestershire Medical Group

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

#### Medical Secretary

Plymouth, PL4 7PY

Salary:

£24625.00 to £25674.00

Type:

Fixed-Term

Employer:

Livewell Southwest

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

Stockton, TS18 1TW Hartlepool, TS24 9LJ

Salary:

Negotiable

Type:

Permanent

Employer:

Hartlepool & Stockton Health [H&SH]

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

#### Medical Secretary

Newton Aycliffe, DL5 5LH

Salary:

Negotiable

Type:

Permanent

Employer:

**Bewick Crescent Surgery** 

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

#### Medical Secretary

Stockton on Tees, TS19 8PE

Salary:

£26530.00 to £29114.00

Type:

Fixed-Term

Employer:

North Tees & Hartlepool NHS Foundation Trust

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

#### Medical Secretary

Huddersfield, HD3 3EA

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

Calderdale and Huddersfield NHS Foundation Trust

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

Telford, TF3 4LY

Salary:

£12.21

Type:

Permanent

Employer:

Teldoc

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

#### Medical Secretary

Rugeley, WS15 1UL

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) [51]

#### Medical Secretary

Swadlincote, DE12 7HR

Salary:

Negotiable

Type:

Permanent

Employer:

Measham Medical Unit

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

### Medical Secretary

Sheffield, S10 2TH

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

Sheffield Children's NHS Foundation Trust

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

Abergavenny, NP20 2UB

Salary:

£26928.00 to £29551.00

Type:

Permanent

Employer:

Aneurin Bevan University Health Board

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

#### Medical Secretary

Meadowfield, County Durham, North East, DH7 8NT

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) [55]

# 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) [56]

#### 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) [57]

Lincoln, LN1 1FS

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Lincolnshire Partnership NHS Foundation Trust

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [58]

#### Medical Secretary

Cinderford, GL14 2NX

Salary:

Negotiable

Type:

Permanent

Employer:

Forest Health Care

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [59]

#### 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) [60]

### Assistant Personal Assistant - APA Rheumatology

Crewe, CW1 4QJ

Salary:

£24625.00 to £25674.00

Type:

Fixed-Term

Employer:

Mid Cheshire Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Assistant Personal Assistant - APA Rheumatology 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)
[62]

#### Support Medical Secretary

Bolton, BL4 0JR

Salary:

£24071.00 to £25674.00

Type:

Permanent

Employer:

**Bolton NHS Foundation Trust** 

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

### 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)

[64]

## Medical Secretary (XN04)

Leeds, LS9 7TF

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Leeds Teaching Hospitals

#### Medical Secretary Administrator

Lewes, BN7 2LU

Salary:

£12.25

Type:

Fixed-Term

Employer:

Foundry Healthcare Lewes

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

#### 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) [67]

### Medical secretary/administrator

Northampton, NN3 2HZ

Salary:

£18720.00

Type:

Permanent

Employer:

Park Avenue Medical Centre

Apply now on NHS Jobs for Medical secretary/administrator job (opens in a new window) [68]

## Medical Secretary (Temporary)

Bolton, BL3 6TL

Salary:

Negotiable

Type:

Fixed-Term

Employer:

Swan Lane Medical Centre

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

#### 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) [70]

#### Senior Medical Secretary

Margate, CT9 4AN

Salary:

Negotiable

Type:

Permanent

Employer:

East Kent Hospitals University NHS Foundation Trust

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

[71]

### Medical Secretary / Coder

Thames Ditton, KT7 0UP

Salary:

£12.50

Type:

Permanent

Employer:

Thorkhill Surgery

Apply now on NHS Jobs for Medical Secretary / Coder job (opens in a new window) [72]

### Senior Medical Secretary

Wolverhampton, WV100QP

Salary:

Negotiable

Type:

Permanent

Employer:

The Royal Wolverhampton NHS Trust

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

[73]

# **Further information**

- Association of Medical Secretaries, Practice Managers, Administrators and Receptionists 1741
- 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]

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