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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

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Personal Medical Secretary

Southport, PR8 6PN

Salary:

£26530.00 to £29114.00

Type:

Fixed-Term

Employer:

Mersey and West Lancashire Teaching Hospitals NHS Trust

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

Medical Personal Assistant

NCA Wide, M23 9LT

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

Northern Care Alliance NHS Foundation Trust

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

Medical Personal Assistant

Bury, BL9 7TD

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

Northern Care Alliance NHS Foundation Trust

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

Personal Assistant to IUC Medical Directors

Uxbridge, UB11 1FW

Salary:

£15561.00

Type:

Permanent

Employer:

Practice Plus Group

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

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) [18]

Assistant Medical Secretary

Sheriff HIII, NE8 6SX

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

Gateshead Health NHS Foundation Trust

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

Medical Secretary/Higher Medical Secretary

Middlesbrough, TS4 3BW

Salary:

£24625.00 to £29114.00

Type:

Fixed-Term

Employer:

South Tees Hospitals NHS Foundation Trust

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

Medical Secretary

Sleaford, NG34 7HD

Salary:

Negotiable

Type:

Permanent

Employer:

Stoke on Trent, ST4 6QG

Salary:

£24937.00 to £26598.00

Type:

Fixed-Term

Employer:

University Hospital of North Midlands NHS Trust

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

Medical Secretary

Milton Keynes, MK12 5ZD

Salary:

£14.00 to £16.00

Type:

Fixed-Term

Employer:

ID Medical

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

Medical Secretary

Sheffield, S10 2TH

Salary:

£24937.00 to £26598.00

Type:

Fixed-Term

Employer:

Sheffield Children's NHS Foundation Trust

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

Medical Secretary

Yeovil, BA20 2BX

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) [25]

Southport, PR8 6PN

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Mersey and West Lancashire Teaching Hospitals NHS Trust

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

Medical Secretary

Wirral, CH63 4JY

Salary:

£27485.00 to £30162.00

Type:

Fixed-Term

Employer:

Wirral University Teaching Hospitals NHS Trust

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

Medical Secretary

Brighton, BN3 4FH

Salary:

£27000.00

Type:

Permanent

Employer:

Elysium Healthcare

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

Medical Secretary

Rotherham, S60 2UD

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

The Rotherham NHS Foundation Trust

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

Merthyr Tydfil, CF47 9DT

Salary:

£26928.00 to £29551.00

Type:

Permanent

Employer:

Cwm Taf Morgannwg University Health Board

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

Medical Secretary

Durham, DH1 5TW

Salary:

£24937.00 to £26598.00

Type:

Permanent

Employer:

County Durham & Darlington NHS Foundation Trust

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

Medical Secretary

St Albans, AL5 5TL

Salary:

£28860.00 to £31671.00

Type:

Permanent

Employer:

Hertfordshire Partnership University NHS Foundation Trust

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

Medical secretary

Oldham, OL11SP

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

Pennine Care NHS FT

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

Sutton, SM2 5PT

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

The Royal Marsden NHS Foundation Trust

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

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) [35]

Medical Secretary

Truro, TR2 4JZ

Salary:

£12.00 to £12.25

Type:

Permanent

Employer:

Probus Surgery

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

Medical Secretary

Charlwood, RH6 0BN

Salary:

£25058.00

Type:

Permanent

Employer:

Elysium Healthcare

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

Halifax, HX2 0QL

Salary:

Negotiable

Type:

Permanent

Employer:

Plane Trees Group Practice

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

Medical Secretary

York, YO31 8HE

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

York and Scarborough Teaching Hospitals NHS Foundation Trust Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [39]

Medical Secretary

Crowborough, TN6 1XP

Salary:

£20809.50 to £27185.00

Type:

Permanent

Employer:

Horder Healthcare

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

Medical Secretary

HEMEL HEMPSTEAD, HP2 7YU

Salary:

Negotiable

Type:

Bank

Employer:

OSD Healthcare

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

Shelford, CB22 5EY

Salary:

Negotiable

Type:

Permanent

Employer:

Granta Medical Practices

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

Medical Secretary

Liverpool, L14 3LB

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

Liverpool University Hospitals NHS Foundation Trust

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

Medical Secretary

Lincoln, LN6 8RT

Salary:

Negotiable

Type:

Permanent

Employer:

Heart of Lincoln Medical Group (HLMG)

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

Medical Secretary

Brackley, NN13 6QZ

Salary:

£12.89

Type:

Fixed-Term

Employer:

Brackley Medical Centre

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

Nottingham, NG15 6DY

Salary:

Negotiable

Type:

Permanent

Employer:

Torkard Hill Medical Centre

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

Medical Secretary

London, SW3 4BP

Salary:

£27500.00 to £29000.00

Type:

Permanent

Employer:

Schoen Clinic

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

Medical Secretary

Hailsham, BN27 3DG

Salary:

Negotiable

Type:

Permanent

Employer:

Bridgeside Surgery

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

Personal Assistant - Administrative

Lowestoft, NR32 1JE

Salary:

Negotiable

Type:

Permanent

Employer:

High Street Surgery

Apply now on NHS Jobs for Personal Assistant - Administrative job (opens in a new window) [49]

Senior Medical Secretary

Worcester, WR1 2AE

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

Herefordshire and Worcestershire Health and Care NHS Trust

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

[50]

Senior Medical Secretary

Llanelli, SA14 8QF

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)

[51]

Medical Secretary / Administrator

Towcester, NN12 6HH

Towcester, NN12 6HH

Towcester, NN12 7ND

Salary:

Negotiable

Type:

Fixed-Term

Employer:

Towcester Medical Centre

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

Medical Secretary - MHSOP

Llandough, CF64 2XX

Salary:

£26928.00 to £29551.00

Type:

Fixed-Term

Employer:

Cardiff and Vale University Health Board

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

Medical Secretary - MHSOP

Llandough, CF64 2XX

Salary:

£26928.00 to £29551.00

Type:

Fixed-Term

Employer:

Cardiff and Vale University Health Board

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

Senior Medical Secretary

Bodelwyddan, LL18 5UJ

Salary:

£26928.00 to £29551.00

Type:

Permanent

Employer:

Betsi Cadwaladr University Health Board

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

[54]

Senior Medical Secretary

Oswestry, SY10 7AG

Salary:

£27485.00 to £30162.00

Type:

Fixed-Term

Employer:

Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust

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

[55]

Medical Secretary - Elderly

Bradford, BD5 0NA

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

Bradford Teaching Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Medical Secretary - Elderly job (opens in a new window) [56]

Senior Medical Secretary

Bangor, LL57 2PW

Salary:

£27898.00 to £30615.00

Type:

Permanent

Employer:

Betsi Cadwaladr University Health Board

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

[57]

Medical Secretary Rheumatology

Gateshead, NE9 6SX

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

Gateshead Health NHS Foundation Trust

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

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) [59]

Medical Secretary (XN03)

Leeds, LS9 7TF

Salary:

£24071.00 to £25674.00

Type:

Permanent

Employer:

Leeds Teaching Hospitals

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

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) [61]

Medical Secretary - Colorectal

Wirral, CH49 5PE

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Wirral University Teaching Hospitals NHS Trust

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

Medical Secretary (Vascular)

Warrington, WA5 1QG

Salary:

£24937.00 to £26598.00

Type:

Permanent

Employer:

Countess of Chester Hospital NHS Foundation Trust

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

Medical Secretary/Administrator

Yeovil, BA20 1SB

Salary:

£12.50 to £13.00

Type:

Permanent

Employer:

Penn Hill Surgery

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

Paediatric Medical Secretary

York, YO31 8HE

Salary:

£27485.00 to £30162.00

Type:

Fixed-Term

Employer:

York and Scarborough Teaching Hospitals NHS Foundation Trust Apply now on NHS Jobs for Paediatric Medical Secretary job (opens in a new window) [65]

Personal Assistant - Executive Admin

Doncaster, DN4 8QN

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

Rotherham Doncaster and South Humber NHSFT

Apply now on NHS Jobs for Personal Assistant - Executive Admin job (opens in a new window) [66]

Live Donor Medical Secretary

Cardiff, CF14 4XW

Salary:

£26928.00 to £29551.00

Type:

Fixed-Term

Employer:

Cardiff and Vale University Health Board

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

Part Time Medical Secretary

Charlwood, RH6 0BN

Salary:

£25456.00

Type:

Permanent

Employer:

Elysium Healthcare

Apply now on NHS Jobs for Part Time Medical Secretary job (opens in a new window) [68]

Medical Secretary - HIV Department

Bradford, BD5 0NA

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

Bradford Teaching Hospitals NHS Foundation Trust

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

Medical Secretary GP Practice

Cambridgeshire, CB6 1JU

Salary:

Negotiable

Type:

Permanent

Employer:

St George's Medical Centre

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

Medical Secretary (Rheumatology/Cardiology)

Gateshead, NE9 6SX

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Gateshead Health NHS Foundation Trust

Apply now on NHS Jobs for Medical Secretary (Rheumatology/Cardiology) job (opens in a new window) [71]

Senior Medical Secretary (XN04)

Leeds, LS9 7TF

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

Leeds Teaching Hospitals

Apply now on NHS Jobs for Senior Medical Secretary (XN04) job (opens in a new window) [72]

Further information

- Association of Medical Secretaries, Practice Managers, Administrators and Receptionists [73]
- British Society of Medical Secretaries and Administrators [74]

Other roles that may interest you

- Health records staff [75]
- Finance staff [76]
- Human resources staff [77]
- Administrative management [78]

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