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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 results within					
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#### Medical Personal Assistant

Oldham, OL1 2JH

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) [14]

#### 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) [15]

## Assistant Medical Secretary

King's Lynn, PE30 4ET

Salary:

£24465.00

Type:

Permanent

Employer:

The Queen Elizabeth Hospital King's Lynn NHSFT

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

## Assistant Medical Secretary

York, YO31 8HE

Salary:

£24937.00 to £26598.00

Type:

Permanent

Employer:

York and Scarborough Teaching Hospitals NHS Foundation Trust

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

## Assistant Medical Secretary

Grimsby, DN15 7BH

Salary:

£24465.00

Type:

Permanent

Employer:

Northern Lincolnshire and Goole NHS Foundation Trust

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

#### Personal Secretary

Kirkby in Ashfield, NG17 7AG

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

Nottinghamshire Healthcare NHS Foundation Trust
Apply now on NHS Jobs for Personal Secretary job (opens in a new window) [19]

## Assistant Medical Secretary - Grimsby

Grimsby, DN33 2BA

Salary:

£24465.00

Type:

Permanent

Employer:

Northern Lincolnshire and Goole NHS Foundation Trust

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

## Assistant/Relief Medical Secretary

York, YO31 8HE

Salary:

£24937.00 to £26598.00

Type:

Permanent

Employer:

York and Scarborough Teaching Hospitals NHS Foundation Trust Apply now on NHS Jobs for Assistant/Relief Medical Secretary job (opens in a new window) [21]

## Bank Personal Secretary

Highbury, NG6 9DR

Salary:

£15.43

Type:

Bank

Employer:

Nottinghamshire Healthcare NHS Foundation Trust

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

#### Medical Secretary

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) [23]

#### Personal Assistant

Brighton BN2 3EW, BN2 3EW

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Sussex Community NHS Foundation Trust

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

#### Personal Assistant

Gosforth, NE3 3XT

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

#### Personal Assistant

Lincoln, LN1 1FS

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

Lincolnshire Partnership NHS Foundation Trust

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

#### Medical Secretary

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) [23]

## Medical Secretary

Rochdale, OL16 4PZ

Salary:

£24585.00 to £25934.00

Type:

Permanent

Employer:

Springhill Hospice

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

## Medical Secretary

Southport, PR8 6PN

Salary:

£27485.00 to £30162.00

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) [28]

Huddersfield, HD1 4TS

Salary:

Negotiable

Type:

Permanent

Employer:

Paddock and Longwood Family Practice

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

## Medical Secretary

Ipswich, IP9 2QS

Salary:

Negotiable

Type:

Permanent

Employer:

**Primary Care Careers** 

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

## Medical Secretary

Bodmin, PL31 2JJ

Bodmin, PL31 2FR

Bodmin, PL31 2LB

Salary:

£12.66

Type:

Fixed-Term

Employer:

Bosvena Health

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

## Medical Secretary

Merthyr Tydfil, CF47 9DT

Salary:

£27898.00 to £30615.00

Type:

Permanent

Employer:

Cwm Taf Morgannwg University Health Board

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

Gateshead, NE11 0QD

Salary:

£12.75

Type:

Bank

Employer:

Community Based Care Workforce Solutions LTD

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

## Medical Secretary

Deal, CT14 9LF

Salary:

Negotiable

Type:

Permanent

Employer:

St Richard's Road Surgery

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

## Medical Secretary

Northallerton, DL7 8AW

Salary:

Negotiable

Type:

Permanent

Employer:

Mayford House Surgery

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

## Medical Secretary

High Peak, SK22 4BP

Salary:

Negotiable

Type:

Permanent

Employer:

Sett Valley Medical Centre

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

Weston-super-Mare, BS23 4TQ

Salary:

£24937.00 to £26598.00

Type:

Fixed-Term

Employer:

North Bristol NHS Trust

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

## Medical Secretary

Worthing, BN11 2DH

Salary:

£27485.00 to £30162.00

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

Cardiff, CF11 9LJ

Salary:

£27898.00 to £30615.00

Type:

Permanent

Employer:

Public Health Wales

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

## Medical Secretary

Carmarthen, SA31 2AF

Salary:

£27898.00 to £30615.00

Type:

Fixed-Term

Employer:

Hywel Dda University Health Board

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

Derby, DE72 3HG Derby, DE72 3DS

Salary:

Negotiable

Type:

Permanent

Employer:

Overdale Medical Practice

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

## Medical Secretary

Tetbury, GL8 8XB

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

**Tetbury Hospital** 

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

## Medical Secretary

Tetbury, GL8 8XB

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

**Tetbury Hospital** 

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

## Medical Secretary

Bangor, LL57 2PW

Salary:

£25313.00 to £26999.00

Type:

Permanent

Employer:

Betsi Cadwaladr University Health Board

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

Southport, PR9 7EG

Salary:

Negotiable

Type:

Permanent

Employer:

Norwood Surgery

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

## Medical Secretary

Doncaster, DN2 5LT

Salary:

£24937.00 to £26598.00

Type:

Fixed-Term

Employer:

Doncaster & Bassetlaw Teaching Hospitals NHS FT

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

# Medical Secretary

Wirral, CH49 5PE

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

Wirral University Teaching Hospitals NHS Trust

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

## Medical Secretary

London, SW12 8TT

Salary:

Negotiable

Type:

Permanent

Employer:

Thurleigh Road Practice

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

Taunton, TA1 5DA

Salary:

£24937.00 to £26598.00

Type:

Permanent

Employer:

Somerset NHS Foundation Trust

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

## 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) [49]

## Medical Secretary

Bodelwyddan, LL18 5UJ

Salary:

£25313.00 to £26999.00

Type:

Permanent

Employer:

Betsi Cadwaladr University Health Board

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

## Medical Secretary

Oldham, OL1 2JH

Salary:

£24937.00 to £26598.00

Type:

Permanent

Employer:

Northern Care Alliance NHS Foundation Trust

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

Harlow, CM18 6YJ

Salary:

£12.80

Type:

Permanent

Employer:

Lister Medical Centre

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

## Medical Secretary

Plymouth, PL6 8DH

Salary:

£24937.00 to £26598.00

Type:

Permanent

Employer:

University Hospitals Plymouth NHS Trust

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

## Medical Secretary

Chorley / Preston, PR2 9HT

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

Lancashire Teaching Hospitals NHS Foundation Trust

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

## Medical Secretary

Leeds, LS14 5BD

Salary:

Negotiable

Type:

Permanent

Employer:

Windmill Health Centre

Apply now on NHS Jobs for Medical Secretary job (opens in a new window) [55]

Llandrindod Wells, LD1 5ES

Salary:

£27898.00 to £30615.00

Type:

Permanent

Employer:

Powys Teaching Health Board

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

## Medical Secretary

Burton-on-trent, DE13 8PD

Salary:

Negotiable

Type:

Permanent

Employer:

The Yoxall Practice

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

## Medical Secretary

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) [58]

## Medical Secretary

Worthing, BN11 2DH

Salary:

£27485.00 to £30162.00

Type:

Fixed-Term

Employer:

University Hospitals Sussex NHS Foundation Trust (279)

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

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) [60]

#### Personal Assistant

Gosforth, NE3 3XT

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

Cumbria, Northumberland, Tyne and wear (CNTW) NHS Foundation Trust Apply now on NHS Jobs for Personal Assistant job (opens in a new window) [61]

#### Personal Assistant

Brighton BN2 3EW, BN2 3EW

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Sussex Community NHS Foundation Trust

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

#### Personal Assistant

Gosforth, NE3 3XT

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

Cumbria, Northumberland, Tyne and wear (CNTW) NHS Foundation Trust Apply now on NHS Jobs for Personal Assistant job (opens in a new window) [25]

#### Personal Assistant

Lincoln, LN1 1FS

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

Lincolnshire Partnership NHS Foundation Trust

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

## Cardiac and Respiratory Assistant Medical Secretary (INTERNAL)

Hereford, HR1 2ER

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

Wye Valley NHS Trust

Apply now on NHS Jobs for Cardiac and Respiratory Assistant Medical Secretary (INTERNAL) job (opens in a new window) [62]

## Medical Secretary/PA

Blackburn, BB2 3HH

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

East Lancashire Hospitals NHS Trust

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

## Support Medical Secretary

Sheffield, S10 2SJ

Salary:

£24937.00 to £26598.00

Type:

Permanent

Employer:

Sheffield Teaching Hospitals NHS Foundation Trust

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

#### Support Medical Secretary

Bodelwyddan, LL18 5UJ

Salary:

£25313.00 to £26999.00

Type:

Permanent

Employer:

Betsi Cadwaladr University Health Board

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

#### PA/Medical Secretary

Manchester, M20 4BX

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

The Christie NHS FT

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

## Senior Medical Secretary

Wolverhampton, WV10 0QP

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

The Royal Wolverhampton NHS Trust

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

## Medical Secretary - Histopathology

Prescot, Southport, L35 5DR

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

Mersey and West Lancashire Teaching Hospitals NHS Trust

Apply now on NHS Jobs for Medical Secretary - Histopathology job (opens in a

# **Further information**

- Association of Medical Secretaries, Practice Managers, Administrators and Receptionists [69]
- British Society of Medical Secretaries and Administrators [70]

# Other roles that may interest you

https://beta.jobs.nhs.uk/candidate/jobadvert/A3703-25-0001 [35] https://beta.jobs.nhs.uk/candidate/jobadvert/A0759-25-0005 [36]

- Health records staff [71]
- Finance staff [72]
- Human resources staff [73]
- Administrative management [74]

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management/administrative-management
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