

JOB DESCRIPTION

JOB DETAILS	
Job Title	Divisional Secretary
Reports to	Care Group Director
Band	Band 4
Department/Directorate	Surgery Care Group

JOB PURPOSE
<p>The postholder will provide a high quality, professional secretarial service to support the efficient and effective operation of the work for:</p> <ul style="list-style-type: none"> • Care Group Director • Head of Surgery • People Business Partner • General Manager <p>The post holder will also be required to organise a range of meetings and produce minutes to a high standard, as well as supporting with the management of the Divisional Secretary mailbox, dealing with correspondence and flagging urgent matters appropriately, whilst maintaining the confidentiality of highly sensitive information at all times.</p> <p>Effective prioritisation is an essential requirement and the successful candidate will require strong organisational skills to ensure work is carried out efficiently and deadlines are met in a busy, fast-paced environment. The post holder is expected to be proactive and work independently of instruction when required. The role requires a flexible and dynamic person with good organisational skills, computer literacy and a positive can-do attitude.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ol style="list-style-type: none"> 1. To manage the Care Group Director & Department Head diaries to a good standard. 2. To support with the administrative tasks relating to line management of Care Group Director direct reports. 3. To support the Care Group Director & Department Head with managing their inbox, flagging urgent emails and forwarding on to appropriate teams where necessary. 4. To organise and co-ordinate meetings including sourcing of suitable venue, time, equipment. 5. To provide minute/note taking at meetings, ensuring typed notes are circulated to attendees within the timeframes stipulated within Trust policies/standard operating procedures. 6. To maintain stock levels within the department. 7. To communicate with staff, external organisations and colleagues in a courteous, professional and timely manner at all times 8. To deal with all day to day correspondence within the department – initiating appropriate responses in order to provide, staff and other parties with required information in a friendly and professional manner 9. To contact staff when meetings need to be rescheduled. 10. Further planning and organisational duties include but are not limited to: <ol style="list-style-type: none"> a. meeting regularly with the calendar owner to resolve any conflicting diary commitments; b. ensuring travel to and from meetings are scheduled into the diary;

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- c. ensuring pre-meeting preparation time is scheduled into the diary;
 - d. ensuring rooms are booked well in advance both internal & external. This may involve seeking quotes from external providers & arranging for payment of invoices;
 - e. ensuring an agreed level of protected work time to allow the AD/Department Head time to complete tasks;
 - f. ensuring an action plan for work to be submitted is planned for and time allocated well in advance of deadlines;
 - g. supporting with the advertising & recruitment of vacancies within the Care Group Director's portfolio in a timely manner;
 - h. ensuring diary commitments have full and complete detail and any agenda items or other notes that pertain to the diary entry are appended.
11. To support with any additional duties at banding level.

KEY WORKING RELATIONSHIPS

Areas of Responsibility: Surgery

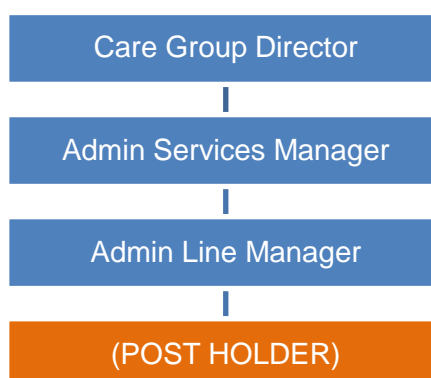
No. of Staff reporting to this role: 0

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> Care Group Director Care Group Management Team Head of Surgery People Business Partner Clinical leadership teams Senior Leadership Teams (East and North) 	<ul style="list-style-type: none"> ICS organisations Other external organisations as appropriate

ORGANISATIONAL CHART



FREEDOM TO ACT

To work within Trust policies and procedures. Use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the available line manager. Work is managed rather than supervised and the post holder will organise own workload on a day-to-day basis.

COMMUNICATION/RELATIONSHIP SKILLS

The post holder will be required to adhere to the organisation's standards of customer care. Welcomes visitors and deals with clients and colleagues in a confidential and sensitive manner, this could be face to face or over the phone and may require tact, persuasion and negotiation skills to exchange information.

To courteously and efficiently receive enquiries (including Teams calls and messages), taking messages and ensuring that these are passed on to the appropriate person. To communicate effectively with staff and clients within partner agency organisations in a confidential and sensitive manner. This may include healthcare professionals and other departments.

The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others.

The postholder will be required to carry out a number of tasks relating to communication, such as:

- communicating with staff, external organisations, and colleagues in a courteous, professional, and timely manner at all times;
- dealing with all day-to-day correspondence within the department – initiating appropriate responses in order to provide staff and other parties with required information in a friendly and professional manner;
- contacting staff when meetings need to be rescheduled;
- making and receiving telephone & MS Teams calls both internal & external to the Trust according to Trust standards;
- taking messages and ensuring they are actioned and/or received by the correct recipient;
- proactively managing email communication;
- organising and/or supporting meetings through effective communication.

ANALYTICAL/JUDGEMENTAL SKILLS

Judgements on complex facts requiring interpretation and comparing options which may involve exercising judgement when dealing with patient, staff or external contacts, For example, resolving conflicting diary commitments across a number of busy calendars, resolving queries relating to annual leave and sickness for the Care Group Director's direct reports, and ensuring complex queries are forwarded on to the appropriate team or flagged for the Care Group Director's attention.

Resolving minor problems with regard to patient records, personnel and payroll. Ability to use initiative and take appropriate action in absence of team/manager.

PLANNING/ORGANISATIONAL SKILLS

The ability to work using own initiative, prioritise and manage time effectively to meet deadlines. The post holder will be responsible for diary management, collation and distribution of case notes.

The post holder will plan and organise meetings with other professionals/agencies, including co-ordinating outpatient clinics.

The post holder will organise their own day to day activities and tasks.

Further planning and organisational duties include but are not limited to:

- meeting regularly with the calendar owner to resolve any conflicting diary commitments;
- ensuring travel to and from meetings are scheduled into the diary;
- ensuring pre-meeting preparation time is scheduled into the diary;
- ensuring rooms are booked well in advance both internal & external. This may involve seeking quotes from external providers & arranging for payment of invoices;
- ensuring an agreed level of protected work time to allow the Care Group Director/Department Head time to complete tasks;
- ensuring an action plan for work to be submitted is planned for and time allocated well in advance of deadlines;
- supporting with the advertising & recruitment of vacancies within the Care Group Director's portfolio in a timely manner;
- arranging job interviews for the Care Group Director's vacancies;
- ensuring diary commitments have full and complete detail and any agenda items or other notes that pertain to the diary entry are appended.

PATIENT/CLIENT CARE

The post holder is required to put the patient, as the first priority, at the centre of all activities. The post holder will have regular contact with patients/clients by phone or face to face and will provide non-medical information and advice to patients and carers i.e. appointment/admission information

POLICY/SERVICE DEVELOPMENT

Participate in policy and service development. Follows Trust policies, makes comments on proposals and implements administration policies and proposing changes to working practices for own area.

FINANCIAL/PHYSICAL RESOURCES

The post holder will receipt deliveries and monitor stock levels of stationery, and IT equipment, and has responsibility for finance administration (Unit4) which includes handling petty cash and raising purchase orders.

To ensure the efficient and effective use of all resources used within the course of one's own duties, maintaining an awareness of the financial impact of inappropriate use.

HUMAN RESOURCES

Maintain and update own training relevant to post. Taking an active part in the development review of own work suggesting areas for learning and development in the coming year.

Demonstrates duties to new starters, and allocate and check work of other administrative staff. Provide on the job training for new staff and work experience students, taking an active part in the development review of own work, suggesting areas for learning and development in the coming year.

INFORMATION RESOURCES

Daily use of IT programmes relevant to the work area. Responsible for records management (creation, storage, archive, retrieval of records) in line with Trust policies and procedures. The post holder will modify systems and processes during the continual review for efficient services.

The post holder will transcribe minutes of meetings and letters.

RESEARCH AND DEVELOPMENT

Comply with Trust requirements and undertake surveys as necessary to own work.

PHYSICAL SKILLS

The post holder will have advanced keyboard skills for the purposes of administration and secretarial services.

PHYSICAL EFFORT
Occasional.
MENTAL EFFORT
Cope with frequent interruptions and competing priorities.
Concentration required for data entry, note taking and typing documents.
Undertaking a range of duties covering for other admin and clerical staff during sickness, absences and annual leave.
EMOTIONAL EFFORT
Occasionally manage a difficult situation, which may arise with angry/upset clients and telephone callers.
May have to type sensitive/disturbing information.
WORKING CONDITIONS
Working in an office environment using computer equipment for long periods.
OTHER RESPONSIBILITIES
Take part in regular performance appraisal.
Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling
Contribute to and work within a safe working environment
You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection
As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.
You must also take responsibility for your workplace health and wellbeing: <ul style="list-style-type: none"> • When required, gain support from Occupational Health, Human Resources or other sources. • Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health. • Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you. • Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.
DISCLOSURE AND BARRING SERVICE CHECKS
This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.
GENERAL
This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.
Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from

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harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Divisional Secretary
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Good Standard of Education	E	
Relevant keyboard qualification (Advanced) i.e. RSA III, or equivalent experience	E	
NVQ 3 Business Administration or Team Leadership or Customer Care or equivalent experience	E	
Additional relevant administration knowledge acquired through further experience	E	
Additional relevant knowledge acquired through further experience	E	
KNOWLEDGE/SKILLS		
Effective interpersonal, organisational and communication skills	E	
Advanced IT/Keyboard skills including use of Word, Outlook, Powerpoint and Excel.	E	
Ability to manage own workload and to supervise the workload of others and ability to delegate tasks	E	
Knowledge of medical terminology		D
EXPERIENCE		
Proven clerical/administrative experience within customer care environment working at a senior level	E	
Experience of supervising staff		D
Previous NHS/Social Services experience		D
Cash management		D
PERSONAL ATTRIBUTES		
Reliability and flexibility, able to contribute to changing demands of the service.	E	
Effective interpersonal, organisation and communication skills	E	

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Willing to undertake training relevant to the post.	E	
Ability to work within a team.	E	
Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.	E	
OTHER REQUIREMENTS		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
Ability to travel to other locations as required		D

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y	X			
Mental Effort	Y				X
Emotional Effort	Y		X		
Working in isolation	N				
Challenging behaviour	Y		X		