

JOB DESCRIPTION

JOB TITLE: Medical Secretary & Personal Assistant (PA) to the Senior Medical Team (SMT)

DEPARTMENT: Clinical Services

REPORTS TO: Senior Sister, Day Services

HOURS: 30

Purpose

To provide a comprehensive, confidential and professional Personal Assistant and medical administration service to the Senior Medical Team (SMT), including Consultants and the Specialist Doctor, while supporting the effective administration of Adult Services.

The post holder will coordinate referral management, clinical correspondence, patient pathway administration and service support across the Adult Inpatient Unit (AIPU), Focus on Living Centre (FOLC) and Lymphoedema Services, ensuring efficient processes, high standards of customer service, and compliance with information governance requirements.

Working collaboratively with clinical and administrative colleagues, the post holder will contribute to service improvement and may support the induction, training and development of apprentices and administrative staff.

Key Responsibilities and Duties

Personal Assistant Support to the Senior Medical Team

- To provide a full confidential Personal Assistant service to the SMT, including diary management, scheduling and servicing meetings, preparation and circulation of agendas, briefing papers and minutes, and highlighting areas requiring action.
- To act at all times as the first point of contact in support of the SMT.
- To manage the diaries of the SMT, identifying and anticipating priorities, taking the initiative in compiling and prioritising workloads and acting on their behalf as appropriate.
- To organise and coordinate regular meetings, including departmental meetings, appraisal meetings, governance meetings and other forums as designated by the SMT, including room bookings, agenda preparation, circulation of supporting documentation and minute-taking.

- To provide administrative support for meetings where members of the SMT are chairpersons or sponsors and ensure actions are recorded, monitored and progressed appropriately.
- To provide back-up administrative support to other hospice meetings as required and where capacity allows.
- To be responsible for the management of all correspondence, whether electronic or paper-based, ensuring it is appropriately prioritised, actioned, delegated or referred.
- To prepare outgoing and internal correspondence, reports, presentations, briefing papers and other documentation using Microsoft Office applications and other relevant systems.
- To organise professional visits, placements and observational visits to the hospice and ensure appropriate arrangements are in place.
- To receive and respond to enquiries from telephone callers, visitors, healthcare professionals, businesses and colleagues, ensuring effective communication and the development of positive working relationships.
- To coordinate the onboarding of medical staff arriving on rotation at St Oswald's, developing induction arrangements and liaising with internal and external stakeholders to ensure all administrative requirements are completed.
- To act as secretariat for regional and external professional meetings as required, coordinating agendas, facilitating communication and responding to enquiries.
- To organise and coordinate internal and external professional development events for medical staff, including liaison with speakers, delegates, catering, Estates and IT services.
- To support the administration of appraisal, revalidation, mandatory training and professional development activities for the medical workforce.
- To maintain confidentiality at all times, dealing with sensitive information and issues tactfully, professionally and discreetly.
- To develop, review and maintain effective office systems and administrative processes that support the work of the SMT.

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Medical Secretarial Support

Referral Management

- To receive, process and register referrals onto SystmOne in a timely manner, ensuring accurate demographic and clinical information is recorded.
- To ensure referrals received across Adult Services are prepared for review and discussion by the appropriate clinical team and escalated in accordance with agreed processes where urgent action is required.
- To prepare referrals and supporting information for multidisciplinary discussions and admission meetings as appropriate.
- To liaise with clinicians and members of the multidisciplinary team regarding referral management, prioritisation and progression.

SystmOne Administration

- To maintain accurate patient, referral and service information within SystmOne, ensuring data quality and supporting service activity reporting.
- To scan, upload and appropriately file documentation within electronic patient records in accordance with organisational procedures.
- To support the maintenance of accurate electronic records and databases required for service delivery.

Clinical Correspondence

- To prepare, format and distribute clinical and non-clinical correspondence, ensuring documentation is produced accurately and within agreed timescales.
- To monitor outstanding correspondence and ensure clinicians are prompted to review, authorise and complete documentation in a timely manner.
- To support the administration of correspondence generated by the Adult Inpatient Unit, Focus on Living Centre and Lymphoedema Services.
- To ensure correspondence is distributed appropriately and recorded in accordance with service procedures.

Service Coordination

- To act as a central point of administrative coordination for Adult Services, supporting effective communication between clinical teams, patients, carers, healthcare professionals and partner organisations.
- To manage enquiries received via telephone, email and other communication channels, responding appropriately or escalating concerns when necessary.
- To work collaboratively with clinical administration colleagues, service leads and multidisciplinary teams to ensure continuity of administrative support across Adult Services.
- To prioritise workloads effectively across competing demands, balancing support to the SMT with operational service requirements.

Governance and Service Improvement

- To support governance, audit, quality improvement and service development initiatives through the collection, collation and presentation of information as required.
- To coordinate actions arising from audits, reviews, governance meetings and service improvement projects, ensuring progress is monitored and reported appropriately.
- To contribute to the development and implementation of administrative systems and processes that improve efficiency and service delivery.

Information Governance

- To maintain secure and effective electronic filing, record management and documentation systems in accordance with information governance requirements, data protection legislation and organisational policies.
- To ensure information is handled securely and confidentially at all times.

Support for Apprentices, Volunteers and Staff Development

- To support the induction, training and day-to-day supervision of administrative apprentices, volunteers and support staff as delegated.
- To act as a workplace supervisor for administrative apprentices, providing guidance, coaching and feedback to support development.
- To contribute to the development of administrative procedures and provide support and guidance to less experienced members of the administrative team.
- To work positively and collaboratively with colleagues to develop effective administrative support across the organisation.

Professional Responsibilities

- To participate in regular supervision, appraisal and personal development reviews.
- To undertake training and development activities necessary to maintain and enhance knowledge and skills relevant to the role.

- To comply with all hospice policies, procedures, information governance requirements and statutory obligations.
- To undertake any other duties commensurate with the grade and responsibilities of the post as reasonably required.

Self-Development

To undertake personal development, maintain and develop skills and knowledge as determined by an annual review and regular development meetings and subject to the availability of resources.

Team Working and Conduct

- To work as a positive team member at all times and in accordance with St Oswald's Respect at Work policy and procedure.
- To establish and maintain effective working relationships internally and externally to ensure the operational effectiveness of the service.
- To behave in a professional manner at all times, reflecting and maintaining the values and ethos of the organisation and generating a positive image of St Oswald's.
- The post holder will have access to confidential information and is expected to ensure that the highest level of confidentiality is maintained at all times. All members of staff and volunteers of St Oswald's are required to maintain the confidentiality of members of the public and members of staff and volunteers in accordance with St Oswald's policies.

Risk Management and Health and Safety

- To adhere to St Oswald's Health and Safety policy as set out in St Oswald's Health and Safety policy statement and attend all mandatory health and safety training.
- To adhere to the responsibilities as set out in the relevant St Oswald's policies related to the management of risk and attend all induction and ongoing risk management training as required.
- To monitor and maintain a safe working environment and working practices at all times and report any unsafe conditions or potential hazards.

Other

- The role incorporates key elements of the Medical Secretary function, including SystemOne administration, referral management, clinical correspondence and coordination of administrative processes across Adult Services, alongside provision of executive support to the Consultant and Specialist Doctor team.
 - To undertake any other duties as appropriate within the competence level and general level of responsibility of the post as required by the SMT and Senior Sister.
 - This job description is not intended to be an exhaustive or exclusive list of duties but is intended to provide an indication of the range of duties to be undertaken. It is intended to be flexible and is subject to review and amendment in the light of changing circumstances, following consultation with the post holder.
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Risk Assessment: The non-clinical hospice-based Role Risk Assessment has been assessed as complete for this role.

Disclosure Level: An enhanced DBS Check with an Adults barred check is required for this post.

Prepared by: Kath Clark September 2026

Agreed / Signed By Post holder:

About you (The Person Specification)

Qualifications, Training and Education

- As a guide we are looking for 4 GCSEs at grades A-C (or equivalent) including English and Mathematics.
- A business administration qualification or similar would be desirable.

Experience & Knowledge

- Minimum 2 years' experience as a Personal Assistant, or in a similar high-level administrative role to Directors or Senior Managers.
- Diary and correspondence management at Director or Senior Manager level.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Proficiency in SI or other patient management system.
- Experience of working in the Health, Community Care or Voluntary Sector is an added bonus but is not essential.
- Event organisation experience would be an asset.

Skills & Qualities

- You are used to handling confidential data and using tact and discretion in sensitive situations.
- A proactive, solution-focused mindset with strong attention to detail.
- Strong organisational and time management skills with the ability to multitask and prioritise effectively.
- Excellent written and verbal communication skills.
- Ability to work independently, anticipate needs, and proactively address challenges.
- Strong interpersonal skills and ability to work with a variety of people.
- Excellent team player.
- Flexible and adaptable.

Your values

You will embrace and demonstrate our values of:

- Safe and supportive
- Positive and Can Do
- Accountable and Authentic
- Caring and Compassionate
- Excellence and Innovation

Working Arrangements

- Displays flexibility in working hours, with occasional need to work outside of core hours

Applying for this role

Studies have shown that women and people of the global majority are less likely to apply for jobs unless they meet every single qualification and requirement. Research also shows that many people with other protected characteristics also find it hard it much harder to gain employment.

At St Oswald's Hospice we are dedicated to building a diverse and inclusive workplace so, if you are excited by the role but your past experience doesn't quite match every requirement we encourage you to apply anyway. You may be just the person we are looking for!