

Join us at UHB



Building healthier lives

Welcome from our CEO

Jonathan Brotherton



Dear Candidate,

Thank you for your interest in working with us here at University Hospitals Birmingham NHS Foundation Trust (UHB).

Please take some time to read through this application pack to gain a better understanding of our Trust in general, this role in particular, and why UHB is a great place to work.

UHB is one of the largest teaching hospital trusts in England, serving a local, regional, national, and international population. We employ around 22,000 colleagues and are committed to investing in your training, development, health and wellbeing and future career with us.

We see and treat more than 2.2 million patients every year across our four hospital sites - Good Hope, Heartlands, Queen Elizabeth Hospital Birmingham and Solihull Hospital - and through our community services and clinics. We are centres of excellence in many clinical specialties.

But it's not just our patients we invest in at UHB; we also invest in our staff. In fact, we believe we are defined by our people, not the state-of-the-art equipment or facilities we work out of. We have high standards and we want to build healthier lives for patients and our teams, wanting you to enjoy your job, and flourish in it.

To reinforce this commitment, we recently refreshed our values after hearing from over 1,400 colleagues about what made them proud to work at UHB

We will be:

Kind: the kindness that people show to each other every day

Connected: the connections we build with everyone around us

Bold: the ability to be bold in how we think, speak and act

We hope you find this pack useful and look forward to receiving an application from you for this role within our Trust.

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'J Brotherton', written in a cursive style.

Jonathan Brotherton
Chief Executive Officer

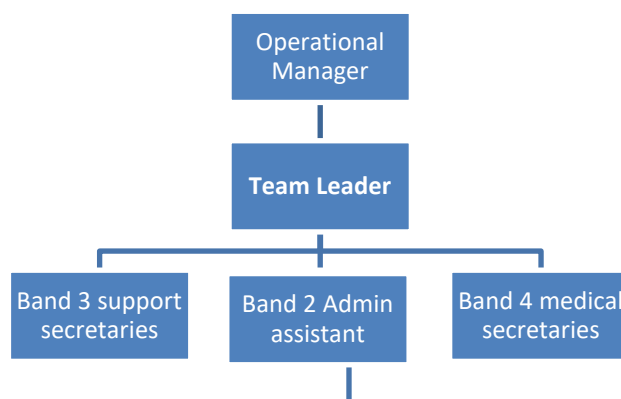
JOB DESCRIPTION

Job Title	Medical Secretarial Team Leader
Pay Band	Band 5
Department	Neurosurgery
Division	5
Reports to	Operational Manager
Professionally Responsible to	General Manager – Neurosurgery

JOB SUMMARY

The post holder will take a lead role in personally ensuring that a high quality medical secretarial service is provided to consultants and their teams within the specialty at all times. The post holder will undertake a line management role for Medical Secretaries and other A&C support staff within their designated specialty team. The role requires leadership of the whole admin/ secretarial team and has overall responsibility for ensuring that the needs of patients are met by achieving both internal and external NHS objectives

TEAM/DEPARTMENT STRUCTURE CHART



KEY SKILLS

- To line manage Medical Secretaries and ensure an equal and fair distribution of work across the team to meet Clinical Governance standards.
- To manage workload priorities ensuring the more urgent and important tasks are completed first within required timescales.
- To be proactive in the identification of workload issues that affect clinical service provision and, with the support of the A & C Manager, develop and implement action plans to resolve the issues.
- To continually audit the quality of the secretarial team's workload to ensure that Clinical Governance standards are met.
- To monitor and ensure that all targets are adhered to and met, addressing any issues that arise, i.e. Inpt and OPD waiting lists, Letter Turnaround etc
- To ensure staff are fully briefed and promote full staff involvement in local decision making.
- To deliver Team Brief to own staff group.
- To attend meetings on behalf of A & C Manager as required, feeding back notes and required action.
- To attend and present information at Group / specialty Away Days as required.
- To organise and undertake risk assessments within the department – identify a clear action



<p>plan and ensuring implementation eg. Display Screen, general H&S.</p> <ul style="list-style-type: none"> • To identify and implement improvements in working practices within the department. • To collect information / data for consultants /managers, producing findings / reports as required eg. patient notes audits , backlog audits , agency spend .
KEY RESPONSIBILITIES
<p>Responsibility for Staff</p> <ul style="list-style-type: none"> • Line manage the administration staff which includes secretaries and admin staff within the team • Responsible for the induction and training of all new members of staff • Demonstrate own activities to new / less experienced staff • Take a lead role in the recruitment of administration staff • To monitor sickness/absence and annual leave of secretarial staff and where appropriate organise cover, following Divisional guidelines and within agreed budgets. To carry out return to work interviews in accordance with the Trust's Attendance Management Policy • Organise and plan training attachments eg. trainee medical secretaries, work experience, agency staff ensuring that they are familiar with all relevant departmental and hospital processes / systems to agreed standards . • To implement full PDRS for the team to include identifying Personal Development Plans and supporting their delivery. • To support the team with training requirements identified from PDRS. • To ensure implementation of all relevant Trust Policies within the team eg. Control of Infection, H&S, Patient Confidentiality, Patient Notes. • To contribute to the revision of local policies and procedures in addition to their implementation. • To performance manage staff, undertaking counselling and interviews with individual staff members as required. To liaise and engage with HR Dept / staff side as appropriate and in line with Trust policy. <p>Responsibility for Financial and Physical Resources</p> <ul style="list-style-type: none"> • To monitor and maintain sufficient supplies of office stationery and equipment, within agreed budgets. • To process invoices received to ensure payment is made by the Trust in a timely manner
BUDGETARY AND RESOURCE MANAGEMENT
n/a
MANAGEMENT , SUPERVISORY, TEACHING, TRAINING RESPONSIBILITIES
n/a
RESEARCH AND DEVELOPMENT
n/a
EFFORT -
n/a
TRUST VISION & VALUES
<p><i>DO NOT AMEND THIS SECTION</i></p> <p>The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; building healthier lives. Our values apply to every member of staff and</p>

help us in all we do and how we do it. They are:

Kind: The kindness that people show to each other every day

Connected: The connections we build with everyone around us

Bold: The ability to be bold in how we think, speak and act

ADDITIONAL INFORMATION

This job description is designed to assist post holders with understanding what is expected of them in their role. University Hospitals Birmingham NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Last Updated:



PERSON SPECIFICATION

JOB TITLE: Medical Secretarial Team Leader	
TRAINING, QUALIFICATIONS AND PROFESSIONAL REGISTRATIONS	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> GCSE or equivalent Pass English Language RSA III Typing or equivalent word processing competency level AMSPAR Diploma (or equivalent) OR NVQ 4 management certificate (or equivalent) 	<ul style="list-style-type: none">
EXPERIENCE & KNOWLEDGE	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Relevant extensive experience as a senior Medical Secretary Fully conversant with patient confidentiality 	
SKILLS & ABILITY	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Ability to operationally line manage staff. Full range of medical secretarial / office skills:- <ul style="list-style-type: none"> Excellent Audio/ copy typing skills Competent word processing skills Excellent verbal communication / negotiating skills Excellent English language skills (grammar, spelling). Excellent telephone skills / manner - empathy with patients/relatives. Excellent organisational / co-ordination / work prioritisation skills. Demonstrate ability to appropriately resolve patients/relatives and staff enquiries 	<ul style="list-style-type: none">
OTHER SPECIFIC REQUIREMENT	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Ability to make informed decisions independently regarding prioritisation of workloads, meeting patient targets, recruitment of staff. Ability to lead and motivate a team of staff. Ability to multitask effectively. 	<ul style="list-style-type: none">

