

#CaringForYourCareer



Job Title: Medical Secretary
 Department: Medical Secretaries
 Location: The Horder Centre, Crowborough
 Reporting Manager: Medical Secretary
 Team Lead

<p>Job Summary</p>	<p>As a Medical Secretary, you will work within an established and collaborative team, delivering essential secretarial and administrative support that ensures the smooth and efficient running of medical services. You will type clinical letters and operation reports from audio dictation, manage confidential records, liaise with internal teams and external secretaries, and contribute to delivering an outstanding patient experience. This is a fantastic opportunity to grow your career and develop your skills in a respected healthcare environment. The role demands someone with prior experience as a Medical Secretary who is flexible, proactive, and capable of jumping in to support the wider team when needed. You'll be working closely with patients, Consultants, and multidisciplinary teams, so strong communication and relationship-building skills are key.</p>
<p>Key Duties Accountabilities</p>	<ul style="list-style-type: none"> ▪ Provide comprehensive secretarial support to Specialists practising at The Horder Centre. ▪ Accurately type clinic letters and operation reports via audio dictation using the in-house PIMS system. ▪ Prepare all clinical correspondence promptly and accurately. ▪ Manage filing, photocopying, distribution, and retrieval of patient notes, X-rays, and other records in line with medical records management guidelines. ▪ Handle telephone enquiries professionally and in accordance with organisational standards. ▪ Liaise effectively with the Customer Services and Clinical Teams to coordinate and support clinics, ensuring Consultant-specific needs are met. ▪ Communicate with Consultants' private and NHS secretaries externally to support continuity of care. ▪ Address patient and customer complaints professionally, escalating as appropriate and following complaints procedures. ▪ Promote a positive customer experience and uphold the values and reputation of The Horder Centre. ▪ Maintain confidentiality of all sensitive patient, staff, and organisational information. ▪ Uphold Horder Healthcare's standards of information security. ▪ Participate in staff appraisals and work toward agreed personal development goals. ▪ Adhere to customer service standards and organisational guidelines. ▪ Act in such a manner as to satisfy public trust and confidence, to uphold and enhance the good standing and reputation of the perioperative professions and The Horder Centre. ▪ Ensure that you working ethic remains aligned to our core values as a group: Caring, Friendly, Quality, Integrity and Pride.



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About You	<p>Essential Skills and Qualifications</p> <ul style="list-style-type: none"> ▪ A good general education, including an English qualification. ▪ Minimum RSA II in audio/typing. ▪ Proven ability to interact effectively with individuals at all levels. ▪ Proficiency in Microsoft Office Suite. ▪ Experience as a Medical Secretary. ▪ Strong communication skills – articulate and well-presented. ▪ Ability to work under pressure and meet deadlines. ▪ Customer service-oriented with a clear understanding of high-quality service delivery. ▪ Confident and resilient personality. <p>Desirable Skills and Qualifications</p> <ul style="list-style-type: none"> ▪ Experience using DGL software. ▪ Previous experience in a patient-facing or consultant-support role. ▪ Awareness of the importance of quality standards in healthcare service delivery. ▪ A diploma in medical secretarial work or medical terminology. ▪ Proactive and forward thinking, with a passion for continued learning.
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Whilst this role brief outlines the main duties of your role identified at the date of issue, you may be required to carry out additional tasks as requested by senior colleagues.
 Your role may be subject to amendments in the light of the changing needs of the business, and will be reviewed periodically, which we'll discuss with you first.
 I have read this role brief and understand the contents of my day-to-day duties. I also understand that this role brief may change over time with the business needs of Horder Healthcare. I understand that the role brief will therefore be subject to periodic review.

Colleague name:
Colleague signature:.....
Date:.....

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JOIN
OUR TEAM



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The Health Act 2008

You will carry out your duties in a way that maintains and promotes the principles and practice of infection prevention and control. You will comply with national standards, policies, guidelines and procedures. For further information, please speak with our Infection Control Specialist.

For clinical colleagues with direct patient contact, this will include (but is not limited to):

- compliance with clinical procedures and protocols, including uniform and dress code.
- the use of personal protective equipment.
- safe procedures for using aseptic techniques.
- safe disposal of sharps.

Please take due care at work, reporting any accidents, incidents or near misses to your line manager and record them on the Radar system.



Equal Opportunities

At Horder Healthcare, we are proud to champion and celebrate diversity, equity, inclusion and belonging in all areas of our business. We are committed to creating an environment of mutual respect where equal employment opportunities are available to all applicants without regard to protected characteristics by applicable law.



Safeguarding

You will be aware of the key issues in safeguarding children and vulnerable adults from significant and serious harm. Reporting safeguarding concerns to appropriate professionals and recording incidents accurately.



Confidentiality

You will make sure that no confidential information is disclosed about Horder Healthcare or its associated companies (including information about patients and colleagues) to any unauthorised person.