



**University Hospitals  
of North Midlands**

NHS Trust

# Job Description and Person Specification

**PROUD  
TO  
CARE**



# Join the UHNM Family

University Hospitals of North Midlands NHS Trust is one of the largest and most modern in the country. We serve around three million people and we're highly regarded for our facilities, teaching and research.

The Trust has around 1,450 inpatient beds across two sites in Stoke-on-Trent and Stafford. Our 11,000 strong workforce provide emergency treatment, planned operations and medical care from Royal Stoke University Hospital and County Hospital in Stafford.

We are a specialist Major Trauma Centre for the North Midlands and North Wales. Happy staff make for happy patients, and with the help of both we have put together a wide range of development and support packages aimed at ensuring that everyone at the Trust has the opportunity to fulfil their potential and meet their aspirations as well as the tools to provide great care.

Our mission to provide the very best health care includes recruiting the best people. Our goal is to be a world-class centre of achievement, where patients receive the highest standards of care and the best people come to learn, work and research.

The North Midlands and Cheshire Pathology Services (NMCPs) formed in December 2020, a partnership between The University Hospital of North Midlands (UHNM), Mid Cheshire Hospitals NHS Foundation Trust (MCHT) and East Cheshire NHS Trust (ECT). UHNM is

the lead provider Trust for the NMCPs and is the employing organisation for Pathology employees based at Royal Stoke University Hospital, County Hospital, Macclesfield District General Hospital and Leighton Hospital.

The Trust also has a vibrant charity arm, UHNM Charity, which provides funds to enable University Hospitals of North Midlands NHS Trust to purchase state-of-the-art medical equipment and to enhance and improve patient experience and comfort.

Many of our staff are passionate about the service they provide and want to be part of something special. You can find out more about how our staff and patients are helping to improve the health, comfort and hospital experience of local people every day at [www.uhnmcharity.org.uk](http://www.uhnmcharity.org.uk)



# Values & Promises

We have four core values and promises that were co-created by our staff, patients and carers.



## Together

- We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes
- We are Appreciative – I will acknowledge and thank people for their efforts and contributions
- We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them



## Compassion

- We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it
- We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable
- We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself #hellomyname is



## Safe

- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values



## Improving

- We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear
- We Learn – I will share best practice, celebrate good performance and support others to use their skills, learn and grow
- We Take Responsibility – I will have a positive attitude, act and encourage people to take the initiative and make improvements

**Division:** North Midlands and Cheshire Pathology Service

**Job Title:** Histopathology Medical Secretary/Administration Support Officer

**Band:** 3

**Location:** Primary location RSUH Histology Department but may be an occasional requirement to work at Leighton Hospital

**Hours:** 37.5

**Managerially accountable to:** Operational Services Manager

**Professionally accountable to:** Pathology Service Manager and Professional Head for the North Midlands and Cheshire Pathology Service

### **Role Summary**

The post holder will provide a comprehensive, efficient and effective medical secretarial service to the Consultant Histopathologist team. The post holder will alert the consultants of any outstanding work, drawing cases to their attention ensuring slides are available to facilitate reporting. The post holder will be expected to support the Team Leader in responding to enquiries regarding cancer diagnostic wait and breach enquiries.

### **Key Areas/Tasks**

- The post holder is required to communicate complex information to other departments and external contacts.
- The post holder is responsible for handling telephone and other communications with sensitivity and confidentiality using personal judgement to assess the situation and to deal with accordingly referring to technical and/or clinical staff as necessary.
- The post holder will be required to develop and maintain effective communication and working relationships within the directorate, the division and the Trust.
- The post holder will require a knowledge and experience over a range of secretarial procedures and knowledge of software programmes and specialist functional terms.
- The post holder will be expected to become proficient in the use of the Pathology Reporting data base.
- The post holder will be expected to have good general education attaining 5 GCSE's at grade C or above to include English and Mathematics.
- Knowledge of medical terminology.
- The post holder will be required to track and locate slides.
- The job will involve resolving conflicting diary appointments and schedules.
- The post holder will be required to check patient details for accuracy and or duplication.
- The post holder will be expected to exercise judgement when dealing with staff, external contacts and clients.
- The post holder will be expected to prioritise their own work load to achieve typing targets.



- The post holder will arrange meetings and organise the diaries of others to include electronic diary management.
- Operate bring forward systems to assist the consultants in meeting preparation.
- The post holder will assist in the preparation and organisation of inspection visits.
- The post holder will support with the collection of data and slides for the consultant Histopathologists' attendance at multi-disciplinary meetings.
- The post holder will be responsible for sorting and distributing incoming and outgoing information in a timely and responsible manner adhering to departmental standard operating procedures.
- The post holder may have occasional contact by telephone with patients who may be distressed but this is not a significant aspect of normal duties.
- The post holder will be required to follow secretarial procedures and to comment on proposals and implement secretarial and administrative policies within their area of work.
- The post holder may be asked to maintain office stationary stock.
- The post holder would be required to assist the Team Leader in the training of new starters for duties of the histology secretariat e.g. medical secretaries and MDT clerks.
- To share the day to day workload of the Histology clerical team
- To maintain good working relationships and maintain a team working philosophy.
- To ensure own work is of a high standard.
- The taking of, transcribing and typing up of minutes, and ensuring timely distribution of minutes and agendas as directed by the Lead BMS is a fundamental duty.
- The post holder will be required to obtain information from the Pathology Laboratory data System.
- The post holder will be fully conversant with EPR systems to collate information, and track medical case notes.
- The post holder will be required to copy and paste the content of external consultant authorised reports into Masterlab (ML) use the authorise and print or the authorise not print options in ML to enable the reports to be available in ICM.
- It would be a requirement to take part in any survey or audit relating to own work.
- The post holder is required to manage their own work load and use initiative and act independently adhering to departmental and Trust protocols. The Medical Secretary Team Leader, Lead BMS and Clinical Lead are available for advice.
- Word processing and data inputting at a VDU screen is a major job function and key board skills are used on a daily basis.
- The post holder during the course of their duties will be required to use all forms of office equipment, printers, faxes, photocopiers, filing systems etc.
- Minute taking.
- The post holder will be expected to use manual filing systems.
- Concentration would be required when transcribing digital dictation and/or typing complicated documents and when inputting data.
- The post holders work pattern is predictable and there may be frequent interruptions during the shift e.g. answering the telephone, and face to face enquiries from pathology staff.
- Frequent indirect distressing or emotional circumstances such as typing reports relating to death or terminal illness.
- The post holder will be required to use a computer for a significant proportion of the day.

## **Personal/Professional Development**

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

## **Health and Safety**

- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.
- To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.
- To comply and adhere to individual and role specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

## **Equality and Diversity**

UHNM is committed to the implementation of the Equality, Diversity and Inclusion Policy Which ensures equal opportunities for all. UHNM is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. All staff are required to observe this policy in their behaviour to other workers and patients/service users

## **Infection Prevention**

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals North Midlands NHS Trust. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy

All staff employed by the UHNM Trust have the following responsibilities:

### **Trust Dress Code**

- Trust approved uniform/dress code must be adhered to
- When in clinical areas **all** staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
- No personal bags to be worn during clinical duties

### **Hand Hygiene**

- Decontaminate your hands as the per 'The five moments of hand hygiene'

### **Own Practice**

- Lead by example
- Encourage and praise good practice

- Be prepared to accept advice about your own practice

### **Decontamination**

- Ensure that equipment you have been using or about to use has been decontaminated effectively
- Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works

### **Trust Policies**

- Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet

## **Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality**

All staff are responsible for ensuring they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality. This includes confidentiality, information security, cyber security, secondary use and management of records.

Staff have a responsibility in protecting the "rights and freedom" of natural persons (i.e. live individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent. Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to both patient and staff information

Hence staff must ensure confidentiality is maintained at all times, data is recorded accurately and you only access this information as part of your job role

## **Safeguarding Children, Young People and Adults with care and support needs**

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines. All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role.

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the Trust's intranet, or alternatively copies can be obtained from the Human Resources Directorate

## Sustainability



Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHNM) work. The Trust has developed a Sustainable Development Management Plan (SDMP): '*Our 2020 Vision: Our Sustainable Future*' with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust's environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily activities. This will include minimising waste production through printing and photocopying less, reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating / cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

*SWITCH to a Sustainable UHNM* is a campaign that focuses on the sustainability of the Trust and how we can use resources more effectively to provide better patient care, improve our health and work place. SWITCH is looking to recruit as many Champions as possible to help to bring the campaign to colleagues in their departments / wards and bring SWITCH to life. If you are interested in becoming a SWITCH Champion please contact [switch@uhns.nhs.uk](mailto:switch@uhns.nhs.uk)

## Disruptive Incident & Business Continuity

The Trust needs to be able to plan for, and respond to a wide range of incidents and emergencies that could affect health or patient care. These could be anything from severe weather to an infectious disease outbreak or a major transport accident.

All staff are required to have an awareness of the Trust's business continuity arrangements, as a minimum. All staff will be required to;

- To know how to identify a business continuity incident and the method for reporting;
- To have an awareness of local business continuity arrangements;
- To participate in awareness, training and exercises, as required;

In the event of a disruptive incident, all Trust employees will be required to attend work if they are fit and well and able to do so in line with a Trust risk assessment. Those who are clinically qualified will be required to work flexibly across the Trust to meet the service need in clinical areas. This will include front line clinical staff who will be expected to cover alternative duties as and when required in order to ensure that all essential services are maintained.

Signed Employee \_\_\_\_\_ Print \_\_\_\_\_ Date \_\_\_\_\_

Signed Manager \_\_\_\_\_ Print \_\_\_\_\_ Date \_\_\_\_\_





## North Midlands and Cheshire Pathology Service

### Histopathology Medical Secretary/Administration Support Officer Person Specification

	Specification	Criteria		Evidence
		Essential	Desirable	
<b>Essential Qualifications</b>	<ul style="list-style-type: none"> <li>5 GCSE's at grade C or above in English and Maths or equivalent.</li> <li>working with Excel, Power point, Access and Outlook (or equivalent software)</li> <li>NVQ II in Business administration</li> <li>NVQ II in Customer Care</li> </ul>	✓  ✓	  ✓ ✓	
<b>Knowledge, Skills, Training and Experience</b>	<ul style="list-style-type: none"> <li>Excellent organisational and prioritisation skills and able to work to deadlines</li> <li>Ability to ensure that tasks are seen through to completion</li> <li>Ability to solve problems on own initiative with minimum supervision</li> <li>Demonstrable customer care skills including professional telephone manner</li> <li>Excellent team working skills including assisting and covering the work of other team members as appropriate</li> <li>Ability to collate information and demonstrate effective systems for accurate recording both manually and electronically.</li> <li>Knowledge of the NHS</li> </ul>	✓  ✓ ✓ ✓ ✓ ✓	     ✓	
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Able to maintain strict confidentiality at all times</li> <li>Ability to adhere to policies</li> </ul>	✓ ✓		

	and procedures <ul style="list-style-type: none"> <li>• Well-developed interpersonal skills</li> <li>• Able to demonstrate initiative</li> <li>• Ability to establish rapport and credibility with individuals of all disciplines and at all levels both internal and external to the Trust</li> <li>• Flexible in approach to service needs</li> <li>• Good attendance record</li> <li>• Desire to undertake a personal development plan</li> <li>• Pleasant disposition</li> <li>• Professional appearance</li> </ul>	✓ ✓ ✓  ✓ ✓ ✓ ✓ ✓		
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**Working in partnership**

