

Updates, additions and reviews to administrative services job profiles

Date	Description
February 2021	New Operations Manager - Band 7 profile added to Business & Projects sub job family.
July 2019	<p>From the Office Services group, the following profiles were moved into the Secretarial and Clerical group:</p> <ul style="list-style-type: none"> • Secretary Entry Level – band 2 • General Office Manager/Admin Team Leader – band 4 • Personal Assistant – band 5 <p>All other profiles in Office Services except for the Solicitor profiles were archived as they were used to create the Secretarial and Clerical group.</p> <p>The Office Services family has been named Legal Services</p>
July 2019	<p>In Patient Services, the following profiles have been archived, as they have been used to create the Secretarial and Clerical group:</p> <ul style="list-style-type: none"> • CO (Admissions) - band 2 • CO (Reception) - band 2 • CO (Wards) - band 2 • Receptionist (A&E) - band 2 • CO Team Leader (Outpatients) - band 3 • Receptionist Higher Level (GP) - band 3 • MDT Co-ordinator - band 4
June 2019	<p>New profiles added to the following sub-families as follows:</p> <p>Business administration and projects</p> <ul style="list-style-type: none"> • Professional manager – corporate level band 9 <p>Office services</p> <ul style="list-style-type: none"> • Solicitor entry level – band 5 • Solicitor - band 7 • Solicitor principal – band 8a-b.
May 2016	<p>Secretarial and clerical generic profiles</p> <p>The Job Evaluation Group (JEG) has developed a series of generic profiles across a range of jobs from bands 2 to 4, potentially reducing the overall number of profiles and also assisting in future service/job design. Some of the existing profiles were just too different from other roles and will, therefore, stay as they currently are. Additionally, because of the diverse nature of the</p>

	<p>profiles in band 5 and above, a decision has been made to leave the current profiles as they are.</p>
<p>October 2015</p>	<p>Office services</p> <p>Secretary entry level (band 2) In order to be in line with other changes, the KTE non-bold text has been changed to: “knowledge of secretarial or administrative procedures and systems, some of which are non-routine, and non-routine activities such as answering queries, progress chasing, task-related problem solving, acquired through experience and training to Vocational level 3 or equivalent” (level 3) Factor 10 rationale: the word “formal” has been inserted between “type up” and “minutes”.</p> <p>Medical secretary entry level (band 3) It has been agreed that the profile label be changed to Medical Secretary. Previously the rationale for factor 2 read: “Knowledge of a range of secretarial procedures; knowledge of software programmes; understanding of medical terms; RSA3 or equivalent.” (level 3) Now reads: “Knowledge of secretarial or administrative procedures and systems, some of which are non-routine, and non-routine activities such as answering queries, progress chasing, task-related problem solving, acquired through experience and training to Vocational Level 3 or equivalent” (level 3). Factor 10 rationale: the word ‘formal’ has been inserted between ‘type up’ and ‘minutes’</p> <p>Secretary (band 3) Previously the rationale for factor 2 read: ‘Knowledge of a range of secretarial procedures; knowledge of software programmes; acquired through NVQ3, RSA3 or equivalent’ (level 3) Now reads: ‘Knowledge of secretarial or administrative procedures and systems, some of which are non-routine, and non-routine activities such as answering queries, progress chasing, task-related problem solving, acquired through experience and training to Vocational Level 3 or equivalent’ (level 3). Factor 10 rationale: the word ‘formal’ has been inserted between ‘transcribe and type up’ and ‘minutes’</p> <p>Secretary Higher Level (band 4) Previously the rationale for factor 2 read: ‘Knowledge of full range of secretarial procedures, software</p>

	<p>programmes, specialised functional terms acquired through NVQ3, RSA3 or equivalent, plus relevant practical experience' (level 4)</p> <p>Now reads: 'Knowledge of secretarial or administrative procedures and systems, the majority of which are non-routine acquired through training and experience to Vocational Level 3 or equivalent; plus knowledge of specialist functional/medical/legal terms organisational policies and procedures and knowledge and experience to deal with non-routine issues such as problem solving for an area of work or developing alternative or additional procedures' (level 4)</p> <p>Factor 10 rationale: the word 'formal' has been inserted between 'transcribes' and 'minutes of meetings'</p> <p>Medical Secretary (band 4)</p> <p>It has been agreed that the profile label be changed to Medical Secretary Higher Level.</p> <p>The rationale for factor 2 previously read "Knowledge of the full range of secretarial procedures; knowledge of software programmes; understanding of medical terms; RSA3 or equivalent and knowledge acquired through further experience." (level 4)</p> <p>Now reads: "Knowledge of secretarial and administrative procedures and systems, the majority of which are non-routine, acquired through training and experience to Vocational Level 3 or equivalent; plus knowledge of specialist functional/medical/legal terms, organisational policies and procedures and knowledge and experience to deal with non-routine issues such as problem solving for an area of work or developing alternative or additional procedures." (level 4)</p> <p>Factor 10 rationale: the word "formal" has been inserted between "provide" and "minutes of meetings".</p>
February 2007	<p>New Patient Advice and Liaison profiles added to Public Relations sub family including:</p> <ul style="list-style-type: none"> • PALS Administrator • Patient Support Officer • Patient Support Officer Higher Level • PALS Officer Higher Level 1 • PALS Specialist • PALS Team Manager • PALS Service Manager • PALS Professional Head

	<p>New profile for Solicitor Consultant added to Office Services sub-family</p> <p>New Profiles added to Business Projects and Admin sub-family:</p> <ul style="list-style-type: none"> • Professional Manager, Performance/Operations • Professional Manager, Performance/Operations Higher Level <p>Please note: Although placed in Business Administration and Projects sub-family, these profiles can be used for a variety of non-clinical managerial roles.</p>
January 2007	New profile for Receptionist Higher Level (General Practice) in the Patient Services sub-family of Administrative Services
November 2006	<p>New communications profiles added to Public Relations sub-family, including:</p> <ul style="list-style-type: none"> • Communications Assistant • Communications Officer • Communications Specialist • Communications Manager • Communications Service Manager.
September 2006	<p>New profiles in AS-PS –</p> <ul style="list-style-type: none"> • Voluntary Services Manager • MDT co-ordinator.
May 2006	Wording changes made to Section Manager and Service Manager profiles in AS-I&MT – levels remain the same.
24-03-05	Job profile label revised from Medical Secretary Higher Level to Medical Secretary in AS-Office Services.
03-11-05	New profile personal assistant (band 5) in AS-Office Services.
21-09-05	New profile for Legal Secretary (in AS-OS) and HR (band 7, band 8A-B, 8B-D) in AS-HR.
20-07-05	New profiles for information technology/analysts in AS.IT
16-06-05	Reviewed profiles for human resources
01-06-05	New profiles for business administration and projects.
25-05-05	The IM&T profiles that were withdrawn earlier have now been reviewed.
22-04-05	Medical Records Clerk, replaced by Health Records Assistant (in AS-patient services).
22-04-05	Library profiles have been separated from IM&T profiles and are in AS-Information Systems.

14-04-05	New generic profiles for IM&T. The telephone switchboard profiles have now moved from Patient Services to the IM&T family.
15 March 2006	New profiles for librarians (within Administrative Services: IS)