

Updates, additions and reviews to administrative services job profiles

Version history and amendments

Action	Date	Notes
Rebranding	Oct 2025	Version history and amendments have been transferred onto a new template. No changes to wording, scores or levels.
	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In Patient Services, the following profiles have been archived, as they have been used to create the Secretarial and Clerical group: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 <p>Solicitor principal – band 8a-b.</p>
	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 profiles in band 5 and above, a decision has been made to leave the current profiles as they are.</p>
	October 2015	<p>Office services</p> <p>Secretary entry level (band 2)</p> <p>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)</p> <p>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</p>



		<p>changed to Medical Secretary.</p> <p>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).</p> <p>Factor 10 rationale: the word 'formal' has been inserted between 'type up' and 'minutes'</p> <p>Secretary (band 3)</p> <p>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)</p> <p>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).</p> <p>Factor 10 rationale: the word 'formal' has been inserted between 'transcribe and type up' and 'minutes'</p> <p>Secretary Higher Level (band 4)</p> <p>Previously the rationale for factor 2 read: 'Knowledge of full range of secretarial procedures, software programmes, specialised functional terms acquired through NVQ3, RSA3 or equivalent, plus relevant practical experience' (level 4)</p> <p>Now reads:</p>
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		and “minutes of meetings”.
	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 <p>Communications Service Manager.</p>
	September 2006	<p>New profiles in AS-PS –</p> <ul style="list-style-type: none"> • Voluntary Services Manager <p>MDT co-ordinator.</p>
	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)
	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</p>



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