Moving to
EXCELLENCE

NHS
The Shrewsbury and Telford Hospital
NHS Trust

WARD MANAGER

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men’s Health forms and MOT
- Discounts with local gyms

Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level - from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction — between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework - it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

- Take a moment before entering a patient's space - centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions - consider how your approach made the patient or family feel

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- Lead and manage the ward or department, making sure patients receive safe, high-quality care at all times.
- Provide expert clinical support and direct patient care while guiding and supervising the nursing team.
- Coordinate the day-to-day running of the service, including staffing, patient flow, admissions and discharges, and the effective use of resources.
- Support, develop and motivate staff through training, supervision, appraisals and performance management, helping them deliver the best possible care.
- Work closely with patients, families and healthcare teams to improve patient experience, resolve concerns and maintain clear communication.
- Monitor standards, safety and quality within the service, leading improvements, managing risks and ensuring policies and best practice are followed.

Job Description

Job title:	Ward / Department Manager
Grade:	Band 7
Site:	The Shrewsbury and Telford Hospital NHS Trust
Accountable to:	Clinical Nurse Manager / Matron or equivalent
DBS required:	Enhanced

Purpose of the post

- To function as an expert clinical practitioner within their designated clinical area. To deliver direct patient care whilst, managing, leading, coordinating, and overseeing nursing practice

- The post holder carries 24 hour continuing responsibility for the co-ordination and monitoring of all clinical activities within theirdesignated clinical area.

- To ensure that there is efficient and effective utilisation of all resources required to deliver optimum quality care to their client group.

- The post holder will deputise for the Clinical Nurse Manager in his / her absence, driving forward evidence-based practice and taking responsibility for the supervision of staff and the policies and practices that operate within

their clinical area.

- The postholder will primarily work Monday to Friday office hours butwill participate in out of hours working to support service delivery

Management and Leadership

- To be responsible for the management of their ward/ department, effectively leading, motivating, supervising, and directing staff to ensure that time and resources are managed through effective teamwork.

- To ensure that staff have a clear understanding of their duties and responsibilities and of the standards of performance and conduct expected of them throughout the 24hour period.

- To ensure that maximum usage of available bed base is always maintained by utilising agreed operational strategies to facilitate appropriate admissions, and timely discharge to meet the delivery of the EDD process and Nurse led discharge.

- To deputise for Clinical Nurse Manager as necessary.

- To work with the CNM to ensure that an appropriate managerial and professional infrastructure is in place to support the delivery of services and functional requirements within their ward/ department which are in line with corporate objectives.

- To take responsibility for proactively developing, implementing, and reviewing clinical practices to ensure that they are cost effective.

- To take delegated responsibility for part of a budget and be an authorised signatory for stock orders, staff time sheets and expenses.

- To contribute to annual staffing establishment and skill mix reviews, encouraging and promoting new ways of working which support and contribute towards Divisional and corporate objectives and improvement programmes.

- To work with all members of the multi professional team to develop services that meet organisational and contractual requirements and to ensure the effective provision of all aspects of clinical care are maintained at a high standard.

- To contribute and influence the total patient experience and journey through collaborative working and effective communications with all members of the

multi-disciplinary team throughout the hospital.

- Assist in the formulation, and review of clinical policies and procedures. To take responsibility for implementing trust wide agreed polices within area of responsibility.

- To participate in and promote cross site working.

- To be a point of contact by ensuring that they are a visible, accessible, and assertive figure to whom patients, relatives and staff can turn for assistance, advice, and support.

- To assist PALS staff in helping to resolve the concerns of patients and their families as quickly as possible.

- To have overall responsibility for the clinical environment, interfacing with relevant staff to ensure high standards of cleanliness, tidiness and décor are maintained.

- To establish and maintain positive links with external agencies in particular Social Services, and community nursing and domiciliary therapy services.

- To lead, support, supervise and instruct the team through the process of change, demonstrating tenacity, drive professional integrity, balance, and perspective.

- To contribute towards the development, production and implementation of the department's strategic objectives and business plan, in line with agreed service and financial objectives.

Patient Care

- To practise clinically, leading, co-ordinating and supervising nursing practice. Ensuring that all patients have their needs assessed, that programmes of care are developed to meet these needs and are delivered in accordance with agreed policies and procedures.

- To be a competent practitioner, leading innovation and demonstrating clinical expertise. The postholder act as a resource and advisor in their area of expertise to colleagues in other wards and departments throughout the Trust

- To take a lead on the implementation and delivery of the Essence of Care standards

- To lead the team in utilising the approved manual handling techniques in delivery patient care using procedures taught by the manual handling team, including the safe use of mechanical and non-mechanical manual handling aids.

- To monitor and review clinical standards and practice within their clinical area, with particular attention paid to the drive for evidence-based practice.

- In association with the CNM to monitor and report on the nursing performance indicators and implement action plans to address areas for improvement

Communication and Relationships

- To ensure that all team members report changes in patient progress effectively, both verbally and in written form. Ensure that accurate, legible, and holistic nursing records according to NMC guidelines and unit guidance are maintained.

- Where appropriate interpret and present clinical information to patients and their relatives, demonstrating highest levels of interpersonal and communication skills ensure that patients and their carers have sufficient relevant verbal and written information during the patient's stay.

- To actively support staff working with highly distressing / highly emotional levels of illness.

- To respond appropriately to ineffective communication techniques and styles used by staff, taking first line performance management action in the event of continued issues. To initiate basic ward-based training for junior staff in relation to communication strategies.

- To demonstrate sensitivity in dealing with complex and confidential information from patients, families, and colleagues, giving advice and support when necessary. Respond appropriately to the information given.

- To ensure that information / decisions are cascaded appropriately both to junior and senior staff using tools such as regular timetabled meetings (for which minutes are produced), newsletters, memos, and other relevant communication strategies

- To maintain collaborative working relationships and effective communications between all members of the multidisciplinary team, resolving conflict and

working within the team to ensure a high standard of co-ordinated patient care.

Education, Professional Development and Training

- To take every reasonable opportunity for maintaining, developing, and acquiring competencies and skills for self-development.
- To implement an effective appraisal system, ensuring that all staff has set objectives that identify and support individual development and training needs.
- To participate in the supervision, training and effective mentorship of junior staff, student nurses and Health Care Assistants.
- To identify the training and educational needs for all staff, contributing to the development and provision of the yearly training plan and educational training programmes and opportunities.
- To participate in informal and formal training sessions for their staff, delivering orientation programmes for new staff and provide relevant feedback to all members of the team.
- To ensure that all team members attend Mandatory training sessions

Research and Audit

- Together with the CNM develop auditable standards of care and initiate and participate in ongoing research, audit, and projects.
- To promote and disseminate relevant research findings to support clinical practice and education within the department.
- To establish systems for assessing the users' views on the quality of services provided and for involving patient's relatives and their representatives in the planning and development of services.

Human Resources

- To ensure that all local and national HR policies, procedures, and guidelines are adhered to and report any failure to do so appropriately.

- To take responsibility for the management of all staff within their ward / department including specific induction, recruitment and selection, deployment, training, performance management, sickness/ absence and first stage formal disciplinary matters.

- To work with the CNM on the appointment of registered nursing staff.

Use of information

- To take responsibility to ensure that staff maintain and update PAS to support patient care

- To be conversant in the use of electronic communication systems, personal computer systems, normal office equipment and Trust PAS system.

Health and Safety

- To ensure that the team develops the skills and knowledge to be able to use medical equipment safely and competently and that they are aware of the need to ensure that equipment is cleaned, stored and maintained correctly and that any faults/ defects are reported appropriately.

- To take responsibility for ensuring that systems are in place to control, audit and track the use and location of medical assets and that any losses are reported accordance with policy.

- To contribute to the ward/ department's implementation of a Health and safety management monitoring structure and as far as is reasonably practical within the designated area of responsibility maintain a safe environment for patients, staff. and relatives.

- To participate in annual H&S audits, working with the CNM to rectify and address shortfalls.

- To always ensure that the teamwork in a safe and responsible manner by demonstrating a knowledge and understanding of all Trust Health and Safety policies and the implementation of safety measures including: -

- Fire regulations
- COSHH Regulations
- Moving and Handling

- The postholder will, be fully conversant with the Trust Infection Control polices and ensure that infection control polices; protocols and procedures are adhered to.
- The post holder will frequently be exposed to highly unpleasant working conditions involving exposure of uncontained body fluids, foul linen etc and should be conversant with infection control policies relating to such exposure.

- The post holder may on occasions be exposed to verbal / physical abuse and should be fully conversant with the Trust's Policy for dealing with these situations. To actively support staff in dealing with such incidents.

- The prevention and management of acquired infection is a key priority for the Trust. The post holder is required to ensure, as an employee, that his/her work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or themselves:

    - All staff must be aware of infection prevention and control policies, practices, and guidelines appropriate for their duties and must always follow these to maintain a safe environment for patients, visitors and staff.

    - All staff must maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development.

    - Any breach of infection control policies is a serious matter which may result in disciplinary action.

    - All staff have a responsibility to challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Clinical Governance and Risk Management

- To develop a formal program of risk assessment and action planning in relation to health and safety, clinical risk, and other agreed areas of risk management in line with corporate and national frameworks and strategies.

- To take responsibility for the handling of complaints relating to the service area, personally supervising investigations where necessary and implementing actions and changing practice when necessary.

- To work with the CNM to monitor performance within the Clinical Directorate against Controls Assurance and CNST standards and initiate appropriate action to ensure these standards are achieved.

Decisions. Judgement and freedom to act

- To work autonomously and independently to ensure delivery of quality services within area of responsibility. Is guided by broad polices and protocols, uses discretion and initiative for implementation of such polices. Seeks further advice and support for actions that effect areas outside their area of responsibility.

- To be accountable for decisions affecting their sphere of responsibility. To liaise with CNM and other senior managers on issues relating to financial. human resources and corporate quality and Governance issues that have wider service implications across the organization.

Professional Conduct

- To always adhere to uniform policy

- To conduct oneself in a manner perceived by others as constructive. Ensure that any issues with other staff members are addressed at an appropriate level.

- To adhere to all local, national and NMC guidelines in relation to professional conduct and take the lead in ensuring that local incidents, complaints, and issues are dealt with in accordance with Trust policy.

Person Specification

	Essential	Desirable
Qualifications	• RGN, Paediatric specialties RSCN, Operating Theatres RGN orRegistered	

	ODP. • Evidence of Continuing Professional development/ qualification relevant to area of speciality	

Experience	• Registered Nurse with recognised practice at a minimum band 6 or equivalent in relevant speciality.
	
	• Substantial experience of leading and managing a clinical team demonstrating
	  • Managerial ability
	  • High level clinical skills and knowledge.
	  • Evidence of coordinating and managing day to day operational issues on a regular basis.
	  • Experience in teaching and training of staff
	  • An awareness and understanding of national and local issues that affect Nursing and the NHS as a whole. Up to date knowledge and understanding of nursing policy and
		• Experience in undertaking a preceptor/mentor role.
		
		• Involvement in Nursing audit and Research
		
		• Leadership ability – completion of LEO 3-day program or equivalent.

	practice relevant to speciality.	
Knowledge and skills	• Ability to work and communicate effectively within a multidisciplinary team setting within and outside the Trust. • Evidence of excellent communication skills including verbal, nonverbal and written. • Evidence of excellent Patient documentation and record keeping skills. • Excellent interpersonal skills with professional credibility • Time management skills with an ability to act on own initiative and be both self-directed and motivated in the work environment. • Positive attitude to change with a proven ability to assist in the implementation of change and practice development. • Sound Microsoft office PC and Sema Pas skills.	• Example • Example • Example
Other	• Awareness of professional and personal limitations. • Ability to inspire confidence in others,	

	demonstrating strong leadership qualities and acting as a positive role model to other members of the team. • Strong Team worker • Flexible and Adaptable in approach • Ability to work flexibly to meet service needs	
Values and Behaviours	• Demonstrates a commitment to treating colleagues, patients and others with dignity and respect. • Maintains appropriate professional boundaries, including in digital communications and social media. • Supports the principles of the NHS Sexual Safety Charter and is willing to speak up about inappropriate behaviour. • Will comply with Trust policies and required training relating to sexual safety, harassment and respectful workplace conduct.	

General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted.

Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients,

employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.

- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
    - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.

- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to providing a safe, respectful and inclusive working environment, free from sexual misconduct, harassment and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust takes a zero-tolerance approach to unwanted, inappropriate or harmful sexual behaviour and will support colleagues affected by such behaviour. The Charter recognises the right of everyone working, training and learning in healthcare to feel safe and supported at work.

The Trust will take all reasonable steps to prevent sexual harassment in accordance with the Equality Act 2010, the Worker Protection (Amendment of Equality Act 2010) Act 2023 and subsequent applicable legislation. This includes considering risks arising from colleagues, patients, relatives, visitors and other third parties.

All employees are required to treat colleagues, patients and others with dignity and respect, maintain appropriate professional boundaries, and comply with Trust policies, procedures, behavioural standards and training relating to sexual safety, harassment, discrimination and respectful workplace conduct.

Employees are encouraged to raise or support concerns about sexual harassment or misconduct through the Trust's established reporting routes. The Trust will not tolerate victimisation, retaliation or detriment arising from a concern raised in good faith.

- Uphold the Trust's commitment to a safe, respectful and inclusive working environment, free from sexual misconduct, harassment and discrimination, in accordance with the NHS Sexual Safety Charter, Trust policy and applicable legislation.
- Maintain appropriate professional boundaries and act in accordance with the Trust's values, policies and procedures relating to dignity, respect, inclusion and professional conduct.
- Speak up about, report or appropriately escalate inappropriate behaviour, and support a culture in which concerns are taken seriously and colleagues are protected from detriment.

Complete required learning and participate in reasonable measures introduced by the Trust to prevent harassment and maintain sexual safety.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.


disability
confident
LEADER

Apprenticeships
Good for our Business

POSITIVE ABOUT DISABLED PEOPLE

we're supporting
AGE POSI+IVE

Stonewall
DIVERSITY
CHAMPIONS

ARMED FORCES COVENANT
EMPLOYER RECOGNITION SCHEME
GOLD AWARD

SUPPORTING PARENTS OF PREMATURE BABIES
CHARTER MARK
EMPLOYER WITH HEART
THE SMALLEST THINGS

MINDFUL
EMPLOYER

MISCARRIAGE ASSOCIATION
Proud to have signed
The Pregnancy
Loss Pledge

VETERAN
AWARE

STEP
INTO
HEALTH