Moving to EXCELLENCE

NHS
The Shrewsbury and Telford Hospital
NHS Trust

HOUSEKEEPER

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.

- The role involves helping to keep the ward clean, tidy, and safe, including looking after equipment, beds, and supplies.
- You will support staff by preparing patient areas, giving out meals and drinks, and helping with non-clinical tasks that make patients comfortable.
- You will check stock levels, make sure items are in date, and report any problems to the nursing team.
- You will communicate well with patients, visitors, and staff, answer the phone politely, and pass on messages clearly.
- You will follow Trust policies, attend training, and work as part of the team while always acting in a professional and respectful way.

Job Description

Job title:	Housekeeper
Grade:	Band 2
Site:	The Shrewsbury and Telford Hospital NHS Trust
Accountable to:	Ward / Department Manager
DBS required:	Standard

Job Overview

The post holder will provide non-clinical support to the unit team carrying out tasks assigned to the individual under the supervision of Registered Nurses on Ward XX.

The essence of the role is to assist in maintaining as safe and clean working environment for patients and staff, to support the nutritional needs of patients by supporting the ordering and delivery of catering supplies and meals, and to ensure that stocks and supplies are kept at adequate levels within the Ward and Clinic environment.

The post holder will have autonomy in the ordering of stores, the reporting of faults and the initiation of works as required ensuring safe and smooth running of the Ward. The post holder will attend necessary meetings, feeding back relevant information, action within own scope and share responsibilities with Senior staff to enable them to delegate to the appropriate person.

Main Duties and Responsibilities

- Responsibility for cleanliness and appropriate storage of all equipment and furnishings and keeping them in a good state of repair.

- To provide support to Ward staff in maintaining a clean environment. Particularly in the event of an acute problem in the absence of a Cleanliness Technician.

- Following discharge of a patient, to assist in the washing, decontamination and remaking of beds, restocking of resources in patient's rooms as per protocol.

- To maintain linen levels, ensuring adequate supply is available, tidy, and ready for use.

- To maintain cleanliness and appropriate storage of all equipment and furnishings within the Ward area.

- To ensure that the ward kitchen and kitchenette area of the clinic is kept clean, tidy, and stocked and that fridge temperatures are monitored daily. Responsibility to return completed forms to Food Hygienist monthly.

- Assisting in the ordering of patient's meals as directed by nursing staff, and assist nursing staff in the giving out of patient meals, drinks and supplements and prepare allowed foods, such as canned soup etc.

- Be holder of Food Handling Certificate or be prepared to attend the course.

- The post holder has the responsibility to ensure that meals/beverages are given out to patients within fixed time frame and ad hoc as the need arises i.e. fetch meal from main kitchen for theatre cases.

- Supply support in non-clinical duties in relation to patient needs.

- To maintain medical and surgical supplies, dry goods etc, to pre-determined levels and location throughout the ward area, putting away as necessary.

- Responsibility to feedback information from Finance meeting ensuring cost effectiveness of Centralising Stores.

- To ensure that all equipment and supplies are within ‘use by’ date and used within date order.

- Maintain register of Ward equipment, and trace items on loan, and return loaned items.

- To report any difficulties encountered to Nursing Staff when distributing or collecting meal trays, beverages for patients (e.g. meal not eaten). Including meals not eaten.

- Attend User Group meetings and report back to Ward Sister.

Information and Communication

- Demonstrate good communication skills with all members of the multidisciplinary team, patients, and relatives.

- Answer Ward telephone courteously, relay messages accurately and promptly, answer general enquiries from visitors.

- Responsibility to feed back any current events or introductions from meetings attended that reflect above duties to ensure ward Sister and Ward staff are aware and informed.

- Responsibility to hand out a Ward based survey to in patients and collect and collate their responses, feeding back monthly to Sister and Ward staff.

- The post holder needs to have a sound knowledge of computers and have a responsibility to formulate working signage, information etc. pertinent to clear, concise laminated information that is used within the scope of the above to ensure the Unit remains clean and tidy at all times and all information is adequately displayed.

Human Resources

- Be aware of and adhere to Trust policies, procedures, and guidelines.

- Attend statutory training sessions.

- Maintain confidentiality at all times.

- Participate in Ward meetings.

- Work closely with Ward Staff, Catering Staff, and members of the multidisciplinary team as the need arises.

Personal Conduct

- Strictly adhere at all times to the Dress Code Policy.

- Conduct oneself in a manner perceived by others to be appropriate and constructive.

- To address personal concerns constructively through appropriate channels.

Physical, Mental and Emotional Demands of the Job

- The post holder will be required to concentrate on the job in hand and respond to any emergency situations under the direction of a Registered Nurse.

- Under the direction of a Registered Nurse at times the post holder may be expected to work in emotionally draining situations, i.e. death of a patient, unexpected event, in support role non clinical.

Working Conditions

- The post holder may be in contact with patient bodily fluids on a day-to-day basis, and must use adequate precautions to safe-guard their patients, colleagues and themselves.

Statutory Requirements

- Attend statutory Training sessions including; Fire Instruction, Food Hygiene, Safe Handling, Health & Safety, Infection Control

Person Specification

	Essential	Desirable
Qualifications	• Worked to an educational standard that demonstrates an understanding of literacy and numeracy	• GCSEs Maths and English at grades 9-1 or equivalent qualifications or experience
Experience	• Previous experience in service industry.	• Experience in NHS work
Knowledge and skills	• Literate and numerate • Computer skills	• To have a basic knowledge of a hospital environment and infection control • Knowledge of Oracle ordering system
Skills	• Ability to communicate effectively – face to face /telephone, non-verbal and written communication skills • Able to work independently and within a multidisciplinary team. • Ability to work effectively under pressure. • Awareness of the need to respond flexibly to the changing needs of the service.	

	• Able to handle light loads e.g. stock deliveries. • Assist in the transfer of patients and equipment. • Ability to use a computer.	
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