

ASSISTANT OD PRACTITIONER

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 supports the Organisational Development team to deliver the People Strategy and help improve the culture of the Trust.
- It helps design, run and review programmes that support staff, leaders and teams to work well and provide better patient care.
- It works with many different teams to solve problems, remove barriers, and support a positive and inclusive workplace.
- It uses data, feedback and good practice to guide decisions and improve how teams learn, grow and work together.
- It helps plan and deliver work on leadership, engagement, change, and teamwork, and supports reporting on progress and impact.
- It works with partners across the Trust and beyond, helping to share good practice and support continuous learning and improvement.

Job Description

Job title:	Assistant OD Practitioner
Grade:	Band 6 (subject to A4C)
Site:	The Princess Royal Hospital, Telford
Accountable to:	Head of Leadership and Organisational Development
DBS required:	No

Job Purpose

- The Assistant Organisational Development Practitioner will be responsible for providing support to our OD Practitioners in the implementation of our People Strategy and People plans, contributing to the Trust's cultural change and transformation journey.
- This role is responsible for the design, implementation, and evaluation of OD programmes and staff engagement initiatives. These activities will align with the Trust's strategic priorities, promoting our core values and expected behaviours to foster a positive, inclusive, and high-performing workplace culture.

Main Duties and Responsibilities

- The primary purpose of this role is to collaborate with leaders, teams, and colleagues across our Trust to design and deliver impactful organisational development (OD) initiatives that enhance patient care and strengthen our commitment to developing, supporting, and valuing our workforce.
- The role will work in partnership with key stakeholders to create an environment where individuals and teams thrive, barriers to success are addressed, and a culture of continuous learning and improvement is embedded across the Trust.
- Under the direction of the Head of OD and Leadership, design, coordinate, deliver, and evaluate high-quality OD interventions that significantly enhance the performance and effectiveness of the Trust, its divisions, departments, and teams--aligning with strategic priorities and organisational values.
- Utilise a range of recognised OD and learning theories, alongside evidence and data analysis related to staff and patient experience, to inform the design and facilitation of OD interventions.
- Provide expert OD advice, support, and constructive challenge to individuals, teams, and established ways of working.
- Collaborate with colleagues in the People & OD service, senior managers, and other stakeholders to identify, diagnose, and commission appropriate OD support for divisions, departments, and teams as required.
- To support delivery of key components of the organisations People Strategy including the OD framework, the leadership and management framework, national staff survey.
- Working collectively with our HR&OD Business Partner team in preparing and present reports to the senior groups that demonstrate impact in ED and return on investment of OD activity in relation to the People Strategy.
- To represent the Trust at and support at local, regional and national OD networking groups, utilising good practice and supporting collaborative approaches to OD.
- To support the development and implementation of Trust wide strategies and plans which relate to the wider People, OD and workforce agenda.
- Working within an OD constancy environment, support and collaborate with OD Practitioners and the Head of OD & Leadership to design, develop, implement and evaluate organisational development interventions relating to:
 - o Employee engagement
 - o Culture change, behaviours and values
 - o Team development, collaboration and performance
 - o Organisational change and transformation
 - o Coaching and mentoring
 - o Talent management and succession planning
 - o Leadership and management development
 - o Change management

- Using high level communication skills to provide highly complex and frequently contentious information to large groups of staff, divisional management teams, sub-committees of Trust board and Trust Board eg, organisational results from cultural assessments, national staff survey data.
- Deputising at meetings for OD Practitioners where necessary.
- Reviewing and updating OD related policy and influencing wider workforce employment policy.
- Monitoring financial and budgetary requirements and reporting on OD activity and the return on investment.
- Monitoring and reporting on the use of resources, use of data and EDI monitoring; using existing systems and developing own systems.
- Using a high level of interpersonal and communication skills to work with teams where there may be strong opposing views, whilst remaining empathetic to the points of view.
- Support the analysis, interpretation, observations, recommendations, feedback and action planning for a wide range of OD interventions e.g. staff feedback, team development
- Designing and facilitating our leadership programmes, modules and courses. • Supporting the Head of Culture in developing approaches to cultural improvement.
- Interpret policy to inform OD interventions, proposing changes to policy as a result of this where appropriate, providing OD advice and support.
- Work collaboratively with Communications, People and OD and Improvement teams to pool resources and maximise the potential for success.
- Contribute to reports, both verbal and written to various committees and Board as required.
- Work with procurement and contracts teams to identify OD providers, developing tender specifications and identifying suitable providers where necessary
- The postholder will spend a considerable time at a VDU (approx. 0.5 wte) and the remainder using training materials. Course materials will need to be transported by the post holder daily, across and within sites, and may take several trips to complete.

Professional Responsibilities

- Act as a professional role model within the Trust, ensuring that practice is in accordance with the Trusts policies and procedures. To keep abreast of legislation and national guidelines and to assess, evaluate and recommend change or potential change.

- Ensure that best and evidence-based practice is developed and implemented to improve patient care/customer service.
- Actively support the improvement of staff working lives through initiatives within the Department and across the Trust.
- Establish and maintain good working relationships with multi professional colleagues within the Trust and externally.
- Represent the Trust on external professional groups and networking with professionals and colleagues from other organisations as appropriate.
- Participate in team, professional and personal development activities and promote a commitment to continuous professional development and improvement.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Degree Level qualification or equivalent experience in a relevant field. • Postgraduate education, teaching or coaching qualification, or equivalent experience. • Evidence of recent continuing professional development in relevant topics e.g. project management; coaching, Organisational Development etc. 	<ul style="list-style-type: none"> • Accredited coaching qualification such as ILM/CMI. • Chartered member of CIPD, or demonstrable equivalent experience and working towards chartered members status.
Experience	<ul style="list-style-type: none"> • Knowledge and proven experience of OD delivery in a large, complex, service-focused organisation ideally in an NHS organisation. • Managing/coordinating internal and external training programmes. • Able to support the design, deliver and 	<ul style="list-style-type: none"> • Understanding of the NHS and key workforce challenges. • Knowledge and awareness of new innovative OD practices to support cultural improvement. • Understanding of the NHS health

	<p>evaluate high quality leadership development programmes and OD projects.</p> <ul style="list-style-type: none"> • Experience working with external and internal partners to deliver OD solutions. • Experience in supporting groups and individuals. • Experience in supporting people through change • Knowledge of key concepts and best practice in OD. • Experience in supporting the design, delivery and evaluation of OD and learning activity. 	<p>and wellbeing challenges and agenda.</p> <ul style="list-style-type: none"> • Experience in designing OD solutions. • Experience in the facilitation of OD related interventions
<p>Skills</p>	<ul style="list-style-type: none"> • Demonstrate the capability to analyse and interpret complex data to produce recommendations. • Group facilitation skills with the ability to build rapport and communicate with groups of diverse staff. • Evidence of project management skills, tools and techniques. • Able to demonstrate professionalism with the ability to demonstrate behaviours consistent with the Trust values even when under pressure. • Flexible with the ability to adapt and change plans particularly when facilitating large 	

	<p>groups to meet their needs.</p> <ul style="list-style-type: none"> • Ability to produce and present highly professional presentations and other learning materials at a senior level. • Ability to produce clear summary OD evaluation reports. • Ability to represent the Trust priorities and challenge the views of others who demonstrate behaviour contrary to Trust values. • Ability to make a positive impact on working relationships across organisations and teams that produce well-formed outcomes. • Ability to work independently to solve problems and find solutions. 	
Other	<ul style="list-style-type: none"> • Flexibility to travel across multiple sites in Shropshire 	

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 ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

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.

