

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.

- This role supports national clinical audits in the Trust under the guidance of a Clinical Audit Facilitator.
- You will work with many different clinical teams to collect, check and record information for national audits.
- You will learn how hospital systems work and use computer tools, including Microsoft Office and online audit systems.
- The job involves finding patient information, entering data accurately and helping with reports, charts and presentations.
- You will speak with staff across the Trust, answer routine enquiries and help keep office systems organised.
- After training, you will use your judgement to collect reliable information and help the team improve patient care.

Job Description

Job title:	Clinical Audit Officer
Grade:	Band 3
Site:	the Royal Shrewsbury Hospital
Accountable to:	Head of Clinical Audit
DBS required:	None

Post Purpose / Summary

- The post holder is responsible for supporting national clinical audit within the Trust under the supervision of a Clinical Audit Facilitator.
- The post holder will work with clinical staff throughout the Trust to carry out ongoing National Audits.
- The post holder will be expected to develop a wide-ranging knowledge of hospital systems and procedures.
- The post holder will be required to have experience of Microsoft Office applications including Word, Excel, PowerPoint and Outlook.
- Following training the post holder will be required to become competent in the use of the online national audit data entry tools and the hospital computerised patient information systems.

Scope & range

- The post holder will work with a wide range of staff throughout the Trust.
- The post holder will work under the supervision of a Clinical Audit Facilitator.

Main Duties & responsibilities

1 Clinical Audit

The post holder will:

1.1 Assist the Clinical Audit Facilitator with the administration of clinical audit projects.

1.2 Contribute to the maintenance of the Trust clinical audit database including:

- Administration of audit proposals
- Updating the clinical audit database
- Extracting information from the clinical audit database

1.3 Carry out data collection for national audits by:

- Identifying patients to be included in the audits from the hospital computer system
- Extract information from computer systems and direct sources (including patient records, ward books and theatre logs)
- Accurately input audit data onto national audit online data entry tools and systems.

1.4 Validate data entered to ensure correct and reliable results.

1.5 Assist in all aspects of the analysis of the data and use database or manual analysis as appropriate.

1.6 Facilitate clinical audit presentations by preparing accompanying presentation material.

1.7 Prepare graphs and charts using Microsoft Office

1.8 Present clinical audit updates and summaries of national audits at clinical governance meetings

1.9 Following training, develop an understanding of other audits within the department and support with data entry for these under supervision if required.

1.10 Liaise and communicate with personnel at all levels of the organisation as necessary.

1.11 Produce clinical audit reports using the departmental template.

1.12 Obtain casenotes for audit projects if required

1.13 Delegate notes collection and basic auditing to Clinical Audit Clerks.

1.14 Order stationary and office supplies if required.

2 Office Systems

- 2.1 Deal with telephone and personal enquiries in a polite and efficient manner, and accurately record and relay messages.
- 2.2 Type and distribute routine letters and memos
- 2.3 Maintain an efficient and effective system for filing and electronic data.

3 Other

- 3.1 Demonstrate own job to new starters & work experience students
- 3.2 Assist with any other activities as required to enhance the development of the department.
- 3.3 Participate in regular departmental meetings and contribute as appropriate to the overall service.
- 3.4 Maintain own personal development through participating in training, education and courses as required.
- 3.5 Participate in personal objective setting and review, including the creation of a personal development plan
- 3.6 Do not carry out tasks beyond your level of competence
- 3.7 To propose changes to working practices/procedures in the department.
- 3.8 Ensure hospital information data quality issues are fed back to the relevant systems managers
- 3.9 To follow at all times the Policies and Procedures of The Shrewsbury and Telford Hospital NHS Trust

4 Confidentiality

- 4.1 Ensure that confidentiality and data security is maintained at all times in accordance with the Trust's policies and guidelines.
- 4.2 Ensure that confidentiality and data security is maintained at all times in accordance with the Trusts policies and guidelines in particular ensure that matters of a confidential nature including information relating to staff and patients are not divulged to any unauthorised persons.

5 Systems & equipment

- 5.1 Use the following information systems competently and accurately:
 - Careflow (and subsequent patient management systems)
 - SSNAP online tool

- NRAP online tools
- MINAP online tools
- Capture Stroke system
- Clinical Audit database
- Microsoft Office (PowerPoint, Word, Access, Excel)

5.2 Use the following equipment safely and appropriately:

- Computer
- Photocopier
- Shredder

5.3 The postholder will have a thorough understanding of clinical systems and processes

5.4 The post holder will have an understanding of a range of routine work procedures.

6 Decisions, judgement & freedom to act

6.1 The post holder will be guided in their work by clinical audit procedures, and will be expected to deal with queries from clinicians. The Clinical Audit Facilitator is generally available for reference.

6.2 The post holder will be expected to use their judgement when collecting data for clinical audit, for example when extracting data from patient's medical records. This may require some analysis of the information.

6.3 The post holder will deal with routine enquiries but will refer non-routine enquiries to the Clinical Audit Facilitator.

6.4 Under the direction of the Clinical Audit Facilitator, the post holder will organise and prioritise their own workload. This will require a degree of organisational ability to plan ongoing tasks and there may be occasions when the post holders may have to work on their own initiative

7 Communication & relationships

7.1 The post holder will have contact with a wide range of people in their role including colleagues in other departments and Trusts and occasionally with patients.

7.2 Communication will be mainly oral but will include written and electronic forms of communication.

7.3 The post holder will update clinicians on progress with audit projects, and deal with requests for audit assistance. This may require tact and/or persuasiveness when having to refuse requests.

8 Physical, Mental and Emotional demands of the post

- 8.1 The post requires frequent periods of sitting in a restricted position whilst working on the computer.
- 8.2 The post involves some lifting and handling of medical records, and boxes of stores.
- 8.3 The post requires frequent periods of concentration to check accuracy.
- 8.4 There is occasional exposure to distressing or emotional circumstances in the course of carrying out audits
- 8.5 The post requires excellent keyboard skills
- 8.6 The post requires the post holder to work to deadlines in submitting data and preparing information for presentation
- 8.7 The post involves regular interruptions with routine enquiries

9 Working Conditions

- 9.1 Exposure to unpleasant working conditions is rare
- 9.2 Requirement to use VDU more or less continuously

This job description is not exhaustive and is intended to be a guide to the principal duties and responsibilities of the post only. It may be amended at any time with agreement of the post holder and line manager.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • 3 A levels, grades A to E or an NVQ level 3 standard in a relevant subject (or equivalent level of experience) 	
Experience	<ul style="list-style-type: none"> • Experience of working in an office environment. 	<ul style="list-style-type: none"> • Knowledge of medical terminology • Experience of carrying out clinical audit projects. • Experience of working unsupervised.
Knowledge and skills	<ul style="list-style-type: none"> • Advanced keyboard skills (to RSA level III, or equivalent) • Computer skills including experience in the use of Microsoft Excel, Word and Powerpoint • Excellent communication skills • Analytical skills • Presentation skills • Attention to detail • Ability to follow written and verbal instructions with a high degree of accuracy. 	<ul style="list-style-type: none"> • Knowledge and experience of using the Careflow system.

<p>Other</p>	<ul style="list-style-type: none"> • The post is based at the Royal Shrewsbury Hospital, but there is a requirement to travel to the Princess Royal Hospital and other offsite locations. The post holder must have a full clean driving license and access to a suitably insured vehicle. • Team worker 	
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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.



Proud to have signed
The Pregnancy
Loss Pledge

