



SaTH Charity Fundraising Apprentice

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, 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

Option to buy and sell additional annual leave

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

- Blue Light Card
- Health Service
- Discounts NHS

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	SaTH Charity Fundraising Apprentice
Band	Apprenticeship
Directorate	Corporate
Accountable to	Public Participation Development Manager
DBS Required?	Yes, Standard DBS

JOB OVERVIEW

The post holder is a key member of the team and will provide fundraising support to the SaTH Charity Team, Trust Staff and Supporters/Fundraisers. The post holder will be working with colleagues to grow and develop our fundraising activities across Shropshire, Telford and Mid Wales

The role is primarily based at the William Farr House, Shrewsbury but the post holder will work across both hospital sites (Princess Royal Hospital, Telford) and other locations to support fundraising for SaTH Charity.

Apprenticeship Requirements

The post holder must also Work towards achieving the Level 3 Fundraising Apprenticeship within the recommended timescale. 20% of the post-holders working time should be dedicated to their Apprenticeship

Funding rules

An Apprentice

- Can be any age post full-time education 16+,
- Cannot already be on an Apprenticeship or any Government funded training,
- Cannot have a qualification at the same or higher level in the same vocational area. There needs to be significant new learning.
-

- *Has been a UK resident for 3 or more years.*

Or

- *Meets the eligible and valid residency status and permission to work in the UK criteria in Annex A of the linked funding document:*

[Apprenticeship funding rules 2024 to 2025 \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

Main Duties and Responsibilities

With supervision and guidance, the post holder should develop the skills, knowledge and behaviours of the below:

- **Fundraising Responsibilities**

To be able to communicate effectively with staff, members of the public, Trust partners and supporters regarding fundraising activities for the Charity.

To assist in dealing with enquiries from Trust staff, volunteers, members of the public visiting or contacting the department and providing information on SaTH Charity, including opportunities and support with fundraising

To support the development of donors and fundraisers to increase retention and loyalty, through building engagement and relationship management

To support the delivery of fundraising events and initiatives, getting involved with all aspects from planning, attending and reviewing effectiveness of fundraising and SaTH Charity awareness events, some of which maybe at the weekend or evening.

To support to objective of securing funds and raising awareness of the charity in line with agreed targets and KPIs

To contribute towards the development of fundraising plans and evaluating their effectiveness

To provide input and support with creating fundraising literature/marketing material such as leaflets, posters, social media and website content and support the effective distribution of fundraising materials.

To receive and effectively manage telephone enquiries and messages from fundraisers/supporters

To support with distributing and maintaining point of sale fundraising such a leaflets, posters and charity collection tins.

To maintain efficient electronic filing systems and accurately entering information into our charity database (Beacon) and keeping accurate records of our fundraisers/supporters.

To establish and maintain good communication links with other Trust staff and departments regarding their fundraising activities

To report and monitor any operating problems through the specified reporting channels.

To contribute to the positive way in which our patients and staff experience our services by undertaking any other required responsibilities appropriate for the role.

The post holder will be expected to travel between our hospital and other external locations to support SaTH Charity. The post holder will need access to a vehicle to meet the travel requirements of the post. Travel expenses will be reimbursed in accordance with Trust policy.

- **Professional Responsibilities**

Ensure that the delivery of all fundraising details complies with departmental and Trust policies, procedures and guidelines.

The post holder will ensure that they work within and are compliant with Fundraising Code of Practice and Data Protection Regulations

Ensure that any communications by self are perceived in a constructive and helpful manner.

Ensure all relevant policies are adhered to at all times.

- **Personal development**

To participate in the annual talent conversation process, ensuring that all agreed objectives are completed.

To identify any shortfalls in personal ability and develop action plans to overcome these in conjunction with your line Manager.

Ensure all mandatory training and any other relevant training as identified by your line manager are completed.

To attend other training courses, or conferences as deemed necessary

Seeking out information and taking the time to understand the 'bigger picture'

Challenging yourself and others, reflecting on your practice and interaction with others.

Being involved in the development of service improvement speaking up with ideas.

- **Communication**

Liaise with all members of the Public Participation Team (Engagement, Volunteer and Charity) regularly.

Liaise with other members of the corporate team as required or directed in order to provide effective communications with all relevant stakeholders.

Liaise daily with other areas as required ensuring that clerical/fundraising duties and objectives are completed each day throughout the department.

Demonstrate tasks and roles to relevant personnel as instructed.

- **Use of information**

To maintain and update records held electronically to support fundraising activities.

To be fully conversant in the use of electronic communication systems, personal computer systems to maintain accurate records and communicate effectively.



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Minimum of 4 GCSEs or equivalent 9 – 4 (A* - C) (including Maths and English). • Must meet minimum requirements as set by the training provider to access the Apprenticeship programme. • Eligible to undertake the Apprenticeship - must not have a qualification in the same vocational area at the same or higher level. 	<ul style="list-style-type: none"> • IT skills demonstrated through a formal qualification.

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • No formal experience in a work environment in an employed capacity required. • Basic working knowledge of Microsoft Word, Excel and Outlook. • 	<ul style="list-style-type: none"> • Work experience in a care or administration environment. • Customer service experience, dealing with people on the telephone and face to face. • Experience of team working • Microsoft packages e.g. Access and PowerPoint

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Ability to work under supervision available and a willingness to seek advice when appropriate. • Able to carry out routine tasks following instruction. • High level of accuracy and attention to detail. • An effective team player. • Flexible with ability to prioritise and work to deadlines. • Ability or willingness to learn how to communicate effectively and sensitively with colleagues, members of the public and others from a variety of backgrounds. • Ability to understand the importance of confidentiality and to maintain confidentiality at all times as necessary 	<ul style="list-style-type: none"> • Evidence of effectively working to deadlines. • Evidence of ability to complete tasks effectively. • Ability to work unsupervised for short periods.

OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Willing to undertake and complete the Level 3 Fundraising Apprenticeship within 18 months. • Has been a UK resident for 3 or more years. <p>Or</p> <ul style="list-style-type: none"> • Meets the eligible and valid residency status and permission to work in the UK criteria in Annex A of the linked funding document: <p><u>Apprenticeship funding rules 2024 to 2025 (publishing.service.gov.uk)</u></p> <ul style="list-style-type: none"> • Flexible approach. • A professional and smart appearance • Ability to travel across the communities we serve • Access to car to meet the travel requirements of the post • Ability to manoeuvre and set up training equipment in varied locations • Flexibility in working hours, must be able and willing to occasionally attend meetings outside of normal working hours – may need to work evenings and weekends on occasion 	

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; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. 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; and
- 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 colleagues; and
- 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; and
- 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 AND CYBER SECURITY

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.

- Confidentiality and Security - Your attention is drawn to the confidential 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 - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. 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, to protect yourself and the Trust from any possible 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 continuous personal development including, 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; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

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

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 is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is 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.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

The Trust is a no smoking/e-cigarette/vaping organisation except for designated external areas, in accordance with Trust Policy.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

Getting to The Royal Shrewsbury Hospital

The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital