

# CENTRE MANAGER – TRAUMA & SPECIALIST SURGERY CENTRE

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\*\**

- You will lead the day-to-day running of the Trauma & Specialist Surgery Centre to make sure services are safe, high quality, and run well.
- You will manage staff and support teams to work together and provide the best care for patients.
- You will make sure targets are met and services run on time by using data to track performance.
- You will plan and improve services so they are more efficient and meet patient needs.
- You will manage budgets and resources carefully to keep services financially stable.
- You will make sure rules, safety standards, and policies are followed at all times.

## Job Description

<b>Job title:</b>	Centre Manager
<b>Grade:</b>	8B
<b>Site:</b>	The Royal Shrewsbury Hospital with cross site working at The Princess Royal Hospital, Telford
<b>Accountable to:</b>	Divisional Director of Operations
<b>DBS required:</b>	No

## Main Duties

### Strategic Leadership

Provide strategic leadership for the Centre, translating Trust and Divisional objectives into operational delivery.

Lead service transformation, innovation and continuous improvement programs.

Promote a high-performing, inclusive and patient-focused culture.

Act as a visible leader across all Centre services and represent the Centre internally and externally.

Support development of long-term clinical and operational strategies.

## **Operational Performance**

Deliver national and local performance standards including RTT, Cancer, Diagnostics, DM01 and Urgent & Emergency Care.

Lead capacity and demand management, patient flow, theatre utilisation and outpatient productivity.

Implement robust performance management systems and ensure timely escalation where risks arise.

Use data and benchmarking to drive operational improvement.

## **Business Planning & Transformation**

Lead annual operational planning and development of business plans and business cases.

Deliver Cost Improvement Programs and benefits realisation.

Develop workforce, digital and service transformation plans aligned to organisational priorities.

Ensure demand and capacity modelling supports sustainable service delivery.

## **Governance, Quality & Risk**

Ensure effective systems for governance, quality assurance, patient safety and statutory compliance.

Maintain corporate and operational risk registers and oversee mitigation plans.

Ensure complaints, incidents and learning are managed effectively.

Promote audit, quality improvement and evidence-based practice.

## **Workforce Leadership**

Lead and develop multidisciplinary operational teams.

Ensure effective recruitment, appraisal, performance management and employee relations.

Promote staff engagement, wellbeing, equality, diversity and inclusion.

Develop future leaders and support succession planning.

## **Financial Management**

Hold accountability for Centre budgets and financial performance.

Ensure compliance with Standing Financial Instructions and procurement requirements.

Lead financial recovery, efficiency programs and capital planning.

Maximise value for money whilst maintaining quality and safety.

## **Partnership Working**

Develop effective relationships with clinicians, corporate services, commissioners, system partners and patient representatives.

Represent the Centre in Trust-wide and external forums.

Share learning and adopt best practice across organisations.

## **Corporate Responsibilities**

Comply with Trust policies relating to Health & Safety, Infection Prevention and Control, Information Governance, Safeguarding, Equality, Diversity & Inclusion, Risk Management and Mandatory Training.

## **Key Outcomes**

Delivery of agreed operational standards and financial balance.

Improved patient experience and clinical outcomes.

Successful delivery of transformational change.

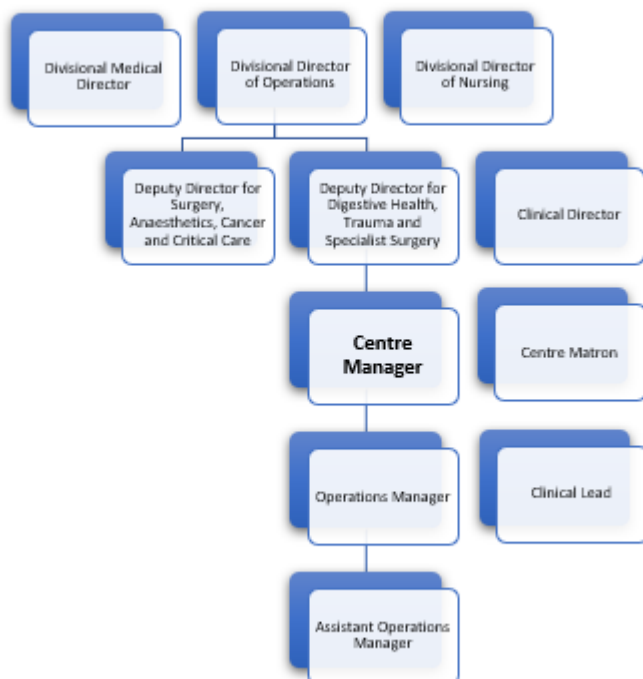
High-performing, engaged workforce.

Strong governance, assurance and organisational compliance.

## **Scope of Authority**

The postholder exercises significant autonomy in the operational management of the Centre, making decisions on performance, workforce, governance and resource deployment within agreed Trust policies, escalating matters of significant financial, strategic or organisational impact to the Director of Operations as appropriate.

## Organisation Chart



## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Masters level education or equivalent professional qualification or experience</li> <li>• Evidence of professional management development</li> <li>• Evidence of a commitment to continuous professional development</li> </ul>	<ul style="list-style-type: none"> <li>• Chartered Management Institute (CMI), ILM or equivalent management qualification.</li> <li>• Project Management qualification (PRINCE2, MSP or equivalent).</li> <li>• Quality Improvement qualification (Lean, Six Sigma or equivalent).</li> <li>• NHS Leadership Academy programme.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Significant senior operational management experience within a large, complex acute healthcare organisation.</li> <li>• Proven ability to lead multidisciplinary teams across multiple sites and services.</li> <li>• Demonstrable success in delivering operational, quality and financial performance targets.</li> <li>• Significant experience of leading complex organisational change and service transformation programmes.</li> <li>• Proven track record of developing</li> </ul>	<ul style="list-style-type: none"> <li>• Experience within Trauma and Orthopaedic, Specialist Surgery or elective care services.</li> <li>• Experience of presenting complex reports and business cases to Trust Board or Executive Committees.</li> <li>• Experience of capital planning or procurement programmes.</li> <li>• Experience of partnership working across Integrated Care Systems (ICS).</li> <li>• Experience of implementing digital transformation programmes.</li> </ul>

	<p>and implementing strategic business plans.</p> <ul style="list-style-type: none"> <li>• Experience of corporate governance, assurance and strategic risk management.</li> <li>• Significant experience of budget management, financial planning and budgetary control.</li> <li>• Proven ability to lead workforce planning, organisational change and staff engagement.</li> <li>• Experience of influencing senior clinicians and executive colleagues to achieve organisational objectives.</li> <li>• Track record of delivering measurable improvements in patient experience, productivity and service performance.</li> </ul>	
<p><b>Knowledge and skills</b></p>	<ul style="list-style-type: none"> <li>• Comprehensive understanding of NHS operational management and performance frameworks.</li> <li>• Knowledge of NHS financial management, business planning and budgetary control.</li> <li>• Knowledge of Clinical Governance, patient safety and quality assurance.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Knowledge of corporate risk management and assurance processes.</li> <li>• Understanding of workforce planning, employment legislation and NHS HR policies.</li> <li>• Knowledge of quality improvement methodologies including Lean and Model for Improvement.</li> <li>• Understanding of demand and capacity planning methodologies.</li> <li>• Knowledge of NHS constitutional standards including RTT, Cancer, Diagnostics and Elective Recovery.</li> <li>• Knowledge of relevant legislation including Health &amp; Safety, Equality Act, Freedom of Information and UK GDPR.</li> <li>• Understanding of safeguarding, infection prevention and control, and statutory compliance requirements.</li> </ul> <p>• Inspirational and visible leader able to motivate, develop and empower</p>	
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	<p>multidisciplinary teams.</p> <ul style="list-style-type: none"> <li>• Excellent strategic thinking with the ability to balance operational priorities and long-term objectives.</li> <li>• Exceptional communication, negotiation and influencing skills, including Executive-level presentations.</li> <li>• Highly developed analytical skills with the ability to interpret complex data and make evidence-based decisions.</li> <li>• Strong financial and commercial acumen.</li> <li>• Ability to develop innovative solutions to complex operational challenges.</li> <li>• Proven ability to manage competing priorities within a highly pressurised environment.</li> <li>• Excellent programme and project management skills.</li> <li>• Highly developed organisational and planning skills.</li> <li>• Advanced IT skills including performance reporting and data</li> </ul>	
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	<p>analysis.</p> <ul style="list-style-type: none"> <li>• Ability to build collaborative relationships across clinical, corporate and external stakeholders.</li> <li>• Demonstrates political awareness and sound judgement when managing sensitive issues.</li> </ul>	
<p><b>Leadership and Behaviours</b></p>	<ul style="list-style-type: none"> <li>• Leads with integrity, professionalism and credibility.</li> <li>• Demonstrates compassion, inclusivity and respect.</li> <li>• Creates a culture of continuous improvement and innovation.</li> <li>• Promotes equality, diversity and inclusion.</li> <li>• Demonstrates resilience and emotional intelligence.</li> <li>• Holds self and others accountable for delivering high standards.</li> <li>• Leads by example and fosters a positive, high-performing culture.</li> <li>• Demonstrates commitment to patient-centred care and organisational values.</li> <li>• Builds trust through openness, honesty and collaboration.</li> <li>• Acts as a visible role model for the Trust's values and behaviours.</li> </ul>	

## 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.

