

HTP Clinical Project Support Officer

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.

- Provide high-quality administrative and secretarial support to the Hospitals Transformation Team, helping the clinical workstream run smoothly each day
- Act as the first point of contact for questions, giving clear and helpful information to staff, partners and members of the public
- Organise meetings, manage diaries, prepare documents, and take accurate notes to support team activity
- Keep records and project information up to date, including staff details, reports and programme documents.
- Work independently to manage tasks, solve problems and prioritise work in a busy and changing environment
- Communicate and build good working relationships with a wide range of people, including staff, managers and external organisations.

Job Description

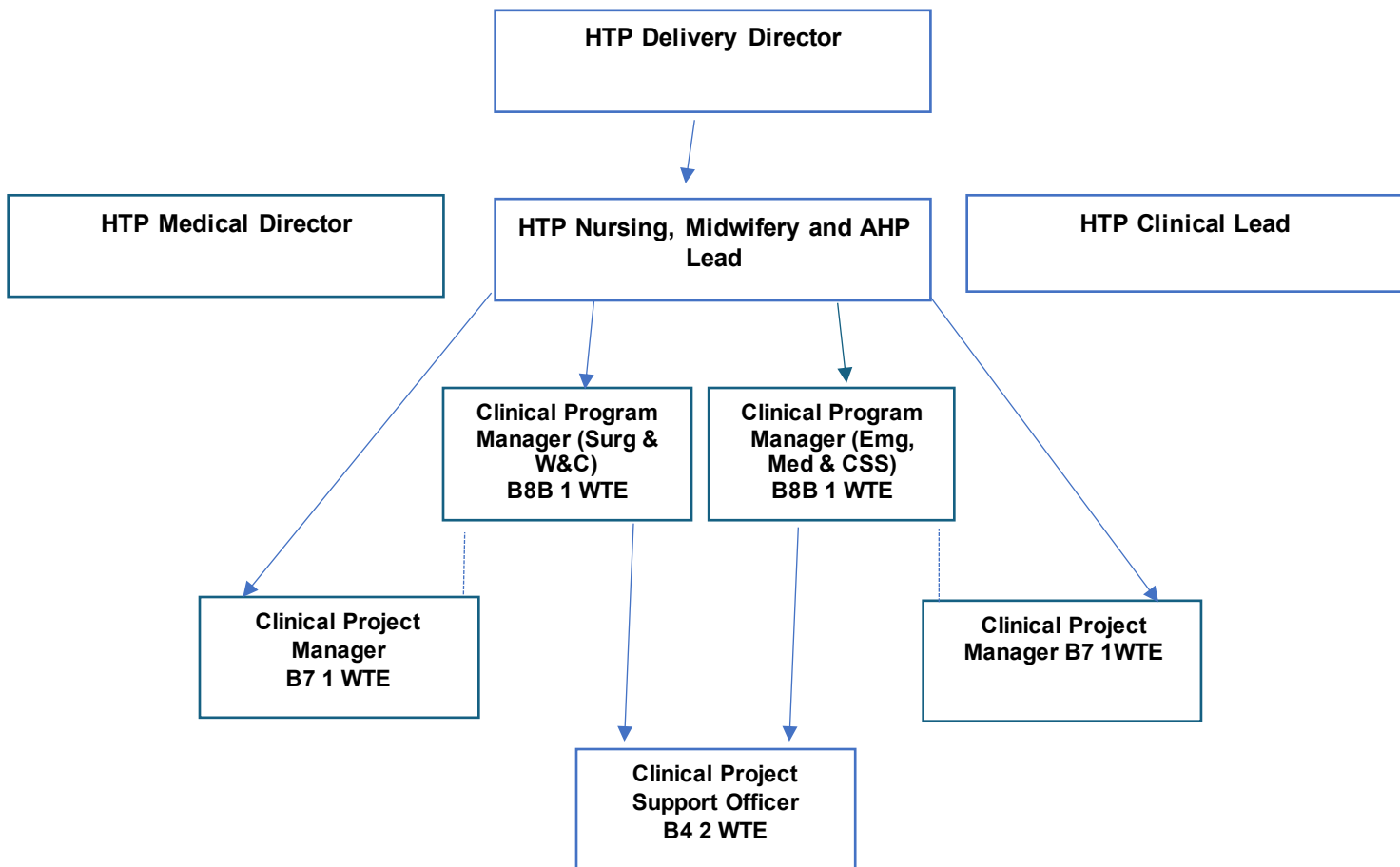
Job title:	HTP Clinical Project Support Officer
Grade:	4
Site:	The Royal Shrewsbury Hospital (with cross site travel and homeworking)
Accountable to:	HTP Nursing Midwifery and AHP Lead
DBS required:	No

Job Purpose

- To act as Senior Administrator for the Hospitals Transformation Team, mediating with various levels of personnel including operational staff, managers, senior clinicians and directors.
- To provide administrative/secretarial support to the clinical workstream within the Hospitals Transformation Programme (HTP), resolving day-to-day problems independently.
- To act as the first point of contact for enquiries from staff, external colleagues and members of the public relating to the Clinical workstream within Hospitals Transformation Programme (HTP).
- The post holder will be expected to work accurately under pressure with the ability to manage and prioritise own workload. In a constantly changing

environment; deal with routine enquiries and provide information about the programme promptly and efficiently with tact and diplomacy; acknowledging information provided may be contentious

Organisational Structure



Main Duties and Responsibilities

- Provide an efficient and confidential secretarial/administrative service to the whole team, taking responsibility for the daily function of the clinical workstream activity.
- Using Microsoft Office applications, including project and excel to regularly create accurate, high-quality documentation such as progress reports, workstream program, presentations, spread sheets, graphs, etc.
- Provide diary management for specific team members by prioritising appointments accordingly, where analysis of conflicting appointments is often required, whilst demonstrating flexibility on a day-to-day basis.
- Complete and maintain personnel records for the Hospitals Transformation Team clinical workstream to include secondments, sick/annual leave and training requirements.
- To prepare agendas, co-ordinate and ensure papers required for all meetings are received and issued in a timely manner. To take accurate formal minutes, track actions and take responsibility for ensuring that all documentation is updated accordingly.
- Use own initiative and knowledge to respond to queries and to compare a range of solutions to problems or issues; seeking opportunities to resolve promptly and escalating when this may impact upon project delivery. Exercising judgement is required as to degree of importance of situations arising during the absence of managers.
- Responsible for the co-ordination and maintenance of the central drive for all documents and to maintain correct version control of all key documentation. Facilitate prompt retrieval of information by team members.
- Update and maintain project documentation, such as issues logs, action logs, risk registers, minimising duplication where possible.
- Responsible for maintaining an electronic log of the clinical master program on Microsoft project.
- The post holder reports directly to the HTP Medical Director and is expected to work autonomously within a framework of annually agreed objectives.
- Provide training to other members of the team and Trust in own area of expertise.

- To program a comprehensive plan for covering own activity during periods of annual leave and sickness.
- Provide data analysis skills to include, requesting the relevant data, processing of the data and producing the relevant report to achieve the identified objective, e.g activity data to support clinical pathway development, workforce plans, bed modelling.

Organisation Skills

- Organise the workstream activity efficiently in a complex, changing environment.
- Responsible for developing an e-mail appointment scheduling system to prioritise appointments accordingly, whilst demonstrating flexibility and commitment to non-routine tasks on a daily basis.
- To plan, co-ordinate workshops / conferences involving internal and external stakeholders; ensure appropriate documentation and audio-visual aids are in place accordingly to support individual needs.
- Maintain an efficient and up to date electronic filing system for the clinical workstream roles of the Hospitals Transformation Team.
- Maintain and sort incoming mail via e-mail and post, where appropriate to group objectives for the clinical workstream within Hospitals Transformation Team and deal with routine correspondence as appropriate.
- The post holder is responsible for managing their own workload (planning, organising and multi-tasking with efficiency and professionalism) taking into account there may be times of interruption and changes in priority on a day to day basis.

Communication Skills

- In a constantly changing environment; deal with routine enquiries and provide information promptly and efficiently with tact and diplomacy; acknowledging information provided may be contentious.
- Liaise on behalf of Managers with various external stakeholders; health organisations and personnel and act on their behalf where appropriate - Advanced

communication skills required as this post deals with all levels of staff within the Trust and surrounding health economy.

- The postholder uses a diverse a range of communications, i.e. email, MS Teams and telephone, using a degree of assertiveness and negotiating skills, taking into account potential barriers to understanding.
- Regular contact with managers and other team members to discuss work planning, diary arrangements, staffing issues to pass on messages and highlight/escalate any current outstanding issues.
- Regular contact with other Administrators across the organisation and wider health economy to source/circulate information and to arrange meetings and venues; using persuasive skills and seeking agreement and cooperation at all times.
- There is limited contact with patients, however, there may be times when it is necessary to provide information and guidance to patients, visitors and members of the public when administrating for a public event.
- Build and maintain good working relationships with colleagues across the Trust and with external organisations.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • NVQ Level 3 or equivalent qualification or experience • GCSE's at Grades 9 – 4 including Maths and English (or equivalent) 	<ul style="list-style-type: none"> • NVQ 3 in Business Administration
Experience	<ul style="list-style-type: none"> • Significant experience in an administration role • Knowledge and / or experience of a full range of administrative processes and software programmes • Previous experience of providing administrative support to projects • Excellent working knowledge of MS Office and Windows systems • Experience of setting up and maintaining comprehensive filing systems • Knowledge and / or experience of project methodology • Experience of organising events for large groups • Significant management secretarial experience in a 	<ul style="list-style-type: none"> • Experience of working in the NHS

	<p>relevant office environment</p> <ul style="list-style-type: none"> • Knowledge of relevant administrative polices and procedures • Understanding of the Data Protection and Freedom of Information Acts • Data analysis 	
<p>Knowledge and skills</p>	<ul style="list-style-type: none"> • Experience of negotiating with and influencing other staff • Advanced skills in the use of Microsoft office software • High degree of accuracy and attention to detail • Excellent communication skills (written and oral) with proven experience of dealing with a wide and complex range of stakeholders and matters • Ability to take and draft formal minutes from confidential or contentious meetings, project plans and reports • Able to work flexibly to meet the needs of the service • Good team player with a 'can do' attitude and willingness to help out other team 	

	<p>members and colleagues</p> <ul style="list-style-type: none"> • Able to work under pressure using own initiative and manage own time effectively with minimum supervision • Able to prioritise and plan work in a busy environment and to tight deadlines when required • Ability to organise data, paying attention to detail and suggesting courses of action where necessary 	
Other	<ul style="list-style-type: none"> • Able to travel to different sites to work as required 	

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.

