

DIGITAL TRANSFORMATION – MEDICAL SECRETARY

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.

- Support the move from paper-based systems to electronic patient records and new digital ways of working across the Trust.
- Use medical secretary experience and knowledge to help design, test and improve new systems and processes.
- Work closely with clinical, administrative and digital teams to understand current ways of working and help plan future changes.
- Provide clear information, guidance and support to staff, helping them understand and adapt to new systems.
- Help deliver training, workshops and engagement activities to ensure staff feel confident using new digital tools.
- Build positive relationships with colleagues, listen to concerns and help ensure changes are introduced safely and successfully.

Job Description

Job title:	Digital Transformation Medical Secretary
Grade:	Band 4
Site:	Shrewsbury Business Park, with cross-site travel as required
Accountable to:	Digital Business Change Lead, Digital Transformation
DBS required:	None

Job Summary

This secondment offers an experienced medical secretary the opportunity to join the Digital Change Team and support a major programme of digital transformation across the Trust. The programme will move services away from manual processes and paper records towards electronic patient records and digitally enabled ways of working.

The post holder will bring practical knowledge of medical secretarial and administrative workflows to help ensure that new systems and processes are safe, effective and meet the needs of staff and patients.

Recognising that this will be a challenging period for affected staff groups, the post holder will provide visible, practical support throughout design, preparation, implementation and adoption.

The role requires excellent communication and interpersonal skills, the ability to build effective relationships with a wide range of clinical, operational, administrative and digital stakeholders, and the confidence to manage challenging conversations sensitively and constructively.

The post holder will contribute to system and process design, identify impacts on roles and workflows, support engagement and training activity, and help staff adopt new ways of working successfully.

The Digital Transformation Medical Secretary will join the Digital Change Team on secondment to support the successful delivery and adoption of major digital change. The Trust is replacing manual processes and paper records with electronic patient records and other digital solutions, creating significant changes to established roles, responsibilities and workflows.

Working as a link between the programme and affected services, the post holder will provide first-hand knowledge of medical secretarial practice and represent the needs of administrative teams. They will work with staff to understand current processes, identify potential impacts and risks, contribute to the design and testing of future systems, and help develop workable new processes.

The post holder will support communication, engagement, readiness and training activity, helping colleagues understand what is changing, why it is changing and how they will be supported. They will listen to concerns, respond with empathy and professionalism, and escalate issues where appropriate. By building trusted relationships across staff groups, the role will help ensure that changes are adopted safely, consistently and sustainably.

The role will require flexibility, including cross-site working and occasional out-of-hours support during system cutover, go-live and early-life support.

Key Responsibilities

- Bring detailed knowledge of medical secretarial and administrative processes to the design and implementation of electronic patient records and digitally enabled workflows.
- Work with medical secretaries, clinicians, operational teams and digital colleagues to document current processes and help design safe, practical future processes.
- Identify how proposed changes may affect staff, roles, responsibilities, workload, patient pathways and service delivery, escalating risks and issues appropriately.
- Act as a key point of contact for affected secretarial and administrative staff, providing clear information, listening to concerns and promoting two-way communication.
- Build positive working relationships with a wide range of stakeholders and support constructive conversations where there may be uncertainty, challenge or resistance to change.
- Support user engagement activities, workshops, demonstrations, process reviews, testing and readiness assessments.

- Contribute to the development and review of training plans, learning materials, user guidance and standard operating procedures.
- Help identify training needs, encourage attendance and completion, and provide practical support before, during and after implementation.
- Support go-live and early-life activity, including floorwalking, issue capture, feedback and reinforcement of new ways of working.
- Handle sensitive and confidential information appropriately and work independently, managing competing priorities in a changing programme environment.

Person Specification

	Essential	Desirable
Qualifications	Good standard of general education, including English and Mathematics at GCSE grade 4/C or above, or equivalent. NVQ Level 3 in Business Administration, medical administration or equivalent relevant experience. Evidence of continuing professional development and willingness to undertake training relevant to digital change.	AMSPAR, medical terminology or equivalent qualification. Recognised change management, training or digital skills qualification.
Experience	Substantial experience in a medical secretarial, clinical administrative or comparable healthcare role. Experience of using electronic patient, clinical or administrative systems. Experience of managing competing priorities and meeting deadlines in a busy environment.	Experience of supporting service improvement, digital transformation or organisational change. Experience of process mapping, system testing, training, floorwalking or go-live support. Experience of working across multiple services or sites.

	Experience of working collaboratively with clinical, operational and administrative colleagues. Experience of handling confidential and sensitive information appropriately.	
Knowledge and skills	Detailed knowledge of medical secretarial and administrative workflows and their contribution to patient pathways. Understanding of confidentiality, information governance and data protection requirements. Understanding of the operational impact of moving from paper records and manual processes to electronic systems. Awareness of the challenges that significant change can create for staff and services. Excellent written and verbal communication skills, with a high standard of grammar, spelling and attention to detail. Able to explain complex or unfamiliar information clearly to different audiences. Able to build effective relationships with clinical, operational, administrative and digital stakeholders.	Knowledge of electronic patient record implementation and digital adoption principles. Knowledge of Trust clinical and administrative systems, policies and procedures. Presentation, facilitation or training delivery skills. Experience of producing user guidance, learning materials or standard operating procedures. Ability to analyse information and identify themes, risks, dependencies and improvement opportunities. Enthusiasm for digital improvement and developing personal knowledge of change practice.

	Confident in managing challenging conversations sensitively, professionally and constructively. Able to listen to concerns, identify key issues and provide clear feedback or escalation. Able to contribute practical knowledge to system design, workflow development and impact assessment. Strong organisational, prioritisation, problem-solving and time-management skills. Competent in Microsoft Office and able to learn new digital systems quickly. Able to work independently, use initiative and contribute effectively within a team. Approachable, supportive and able to demonstrate empathy during periods of uncertainty and change. Positive, adaptable and resilient, with a constructive approach to challenge. Credible and professional, with the confidence to represent medical secretarial and administrative perspectives.	
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	Committed to patient safety, service quality and successful adoption of new ways of working. Demonstrates integrity, discretion and respect for others.	
Other	Able to travel between Trust sites as required. Flexible approach to working arrangements, including occasional out-of-hours support during cutover, go-live and early-life support. Current substantive medical secretary or relevant administrative experience suitable for a secondment into the Digital Change Team.	Previous experience of cross-site or programme-based working.

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.

