

EDUCATION SUPPORT UNIT ASSISTANT

Candidate Pack



Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- This role supports the Education team by helping staff with their training needs.
- You will help run training rooms and centres, making sure courses are booked, set up and recorded properly.
- You will manage training information by updating databases, preparing reports and keeping accurate records.
- You will handle calls, emails and office tasks to support the team and share training information with staff and managers.
- You will work with different teams, stay organised and manage your own workload in a busy environment.
- You will sometimes move training materials between sites and help make sure training runs smoothly across both hospitals.

Job Description

Job title:	Education Support Unit Assistant
Grade:	Band 2
Site:	The Royal Shrewsbury Hospital
Accountable to:	Education Support Unit Senior Advisor
DBS required:	None

Job Summary

To provide an administrative service within our education services to support organisational learning and development.

Scope and Range

This post provides central co-ordination of education programmes across the two hospitals. The postholder has a responsibility to provide education support to staff across the organisation. The postholder is required to support the running of the training centres and is required to work using own initiative. The postholder is required to organise, record and provide reports from data relating to staff training across the Trust using the Trust's training system

Main Duties and Responsibilities

1. To be responsible for providing Education support to staff including:
 - Telephone and face to face support to staff across the organisation
 - Day to day support of running a variety of educational spaces including training rooms, conference space and libraries
 - Assisting the wider Integrated Education Team and general office administration
2. To be responsible for supporting Education training spaces including:
 - Supporting the running of educational spaces
 - To work with other administration colleagues to ensure adequate office cover of a busy training centre environment
 - Informing managers and presenters when training sessions are scheduled to take place
 - Taking course bookings, cancellations and providing alternative dates to attend
 - Compiling training packs
 - Preparing attendance sign in sheets
 - Maintaining trust training database
 - Preparing certificates of attendance for education training
 - Preparing venue for education training courses at PRH and RSH sites
3. To provide administration for Education, including:
 - Disseminating information to managers and staff in relation to training sessions being offered
 - Booking venues and equipment for training sessions
 - When necessary, liaising with Advisors regarding availability to facilitate training sessions
 - Taking course bookings and cancellations and arranging alternative dates
 - Compiling training packs and handouts
 - Maintaining attendance records
 - Collating course evaluation forms
4. To work with other educational teams and support where required
5. To provide administrative and secretarial support to Education – to include:
 - Dealing with in-coming and out-going calls and correspondence
 - Arranging meetings
 - Preparing documents/reports/correspondence for distribution, circulation and presentation as appropriate

Systems and Equipment

The postholder is required to have good, sound knowledge of all general office equipment and needs excellent IT skills.

The postholder is required to set up and redesign existing training databases to provide efficient information on staff training to heads of services & managers of departments.

Decisions, Judgements and Freedom to Act

The postholder has a minimum level of supervision, organising and prioritising own work, making decisions where required on reorganising statutory training course programmes to adapt to availability of speakers and cancelling and reallocating dates when necessary. Planning is carried out with direction from line manager and guidance is available as required.

Communication and Relationships

Good communication skills are necessary as the postholder has regular contact with colleagues, Trust staff, Centre Managers, senior managers, department managers and directors. Communication is made via the use of email, telephone and in person.

Physical, Mental and Emotional Demands of the Post

The postholder needs to be physically fit and able to drive in order to transport training materials. Required to carry training equipment between venues.

Flexibility is required to deal with telephone and face to face queries while using the computer and to switch between tasks i.e. concentrating on producing training reports from a database and being interrupted by a telephone query which requires an immediate response or action.

It is essential the postholder works to a variety of deadlines in order to ensure training is organised and delivered to staff, i.e. ensure weekly attendance lists sent to trainers, induction programmes are confirmed with all trainers weekly and rearrange schedules if trainers cannot commit, monthly deadline of confirming attendance and schedules with staff and their managers via letters, catering arrangements.

The postholder will be working in a busy reception/ customer service environment and should be able to use tact and diplomacy when dealing with staff, managers and trainers in some situations, i.e. some trainers overstretched so they cannot commit to all the training, informing managers that their staff are not turning up for induction or statutory training, providing information to staff about courses.

The postholder must consider a variety of options to ensure that the training programmes run smoothly and efficiently.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Literacy & numeracy to GCSE level (grade A-C) or equivalent 	
Experience	<ul style="list-style-type: none"> Office experience 	<ul style="list-style-type: none"> Experience of producing reports from simple data Previous experience working within the NHS, public sector or an HR/Training & Development environment
Knowledge and skills	<ul style="list-style-type: none"> Word/Text processing to basic level (eg RSA 2/ equivalent) Experience of using Microsoft Windows, and Excel Databases Good typing skills and written communication skills. 	
Other	<ul style="list-style-type: none"> Methodical and accurate Able to prioritise workload and respond to varying demands appropriately. Good organisational skills. 	

	<ul style="list-style-type: none"> • Ability to communicate verbally with a range of staff and managers using tact as necessary • Ability to take initiative • Fit to undertake duties of post, including use of Display Screen Equipment, photocopying, very occasional lifting and moving of training equipment and materials within office eg laptop and projector, flipchart paper etc 	
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General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are

employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of

Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of

work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

