

Our Trust

At The Shrewsbury and Telford Hospital (SaTH), our vision is to provide excellent care for the communities we serve. Working together across our teams, we provide district general hospital services for around half a million people in Shropshire, Telford & Wrekin, and mid-Wales.

Our main service locations are The Royal Shrewsbury Hospital and The Princess Royal Hospital, Telford, which together provide 99% of our activity. Alongside these, we also provide community and outreach services across the local area.

As one of Shropshire's biggest employers with around 7,000 staff, we offer a wide range of opportunities to build a rewarding career across both clinical and non-clinical roles. Our people are dedicated and passionate, working together to deliver the best patient care. No matter your role, you'll be joining a supportive team environment where you'll be able to make a real difference for our patients.

We are committed to supporting you at every stage of your career with us, whether you're starting something new or looking to take the next step into leadership. With strong partnerships and our newly awarded university hospital status, you'll have access to excellent education, mentoring and experience to help you thrive.

Our Vision

"To provide excellent care for the communities we serve"

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



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

- This role involves moving patients safely between wards and departments using wheelchairs, beds or trolleys.
- You will deliver items such as mail, linen, medical supplies, food and test results across the hospital.
- You will help keep equipment like wheelchairs and medical gases available and ready for use.
- You will support staff in emergencies, including medical alerts and major incidents.
- You will assist visitors and patients with directions and general help when needed.
- You will also carry out some security duties, such as locking doors and supporting during helicopter landings.

Job Description

Job title:	Facilities Assistant (bank)
Grade:	2
Site:	Cross site
Accountable to:	Senior Cleanliness Manager, Senior Catering Manager or Senior Logistics Manager
DBS required:	Yes

Main Duties

Cleaning

- To perform cleaning duties when required which include the following but not limited to:
 - o General cleaning
 - o High and low dusting
 - o Wet and dry mopping
 - o Vacuum Cleaning
 - o Scrubbing floors with mechanical machine
 - o Emptying clinical and general waste bins and placing bags in designated areas
 - o Cleaning and descaling of toilets, taps and showers and sanitary areas

- o Isolation cleaning
- o UV (Ultraviolet) /HPV (Hydrogen Peroxide Vapor) decontamination

- To adhere to cleaning standards frequencies.
- To operate mechanical equipment i.e. floor machines, wet and dry vacuum, vacuum cleaner, HPV/UV machine.
- To co-operate when new methods of work/frequencies of cleaning are introduced following instruction.
- To empty and remove refuse, general and clinical and store in designated collection points.
- To replenish all disposables, hand towels, toilet rolls, soaps and hand gel.
- To be responsible for reporting all accidents and incidents to the Supervisor.
- To ensure that a clean protective uniform is worn at all times when on duty and to use relevant Personal Protection Equipment in accordance with the policies provided by the Trust and Domestic Department.
- To organise own day to day workload within work scheduling guidelines and departmental service level agreements to ensure all cleaning tasks are completed.
- To take responsibility for the safe storage of all cleaning and disposable items when being used.
- To participate in the training of new members of staff using the buddying system to demonstrate duties and responsibilities
- To participate in trials for cleaning materials, equipment, work methods and frequencies
- To undertake isolation cleaning when required following the relevant SOP arising out of the Infection Control Isolation Policy and Procedures.

Portering

- To transport patients to and from wards and departments using either wheelchairs, beds, or special trolleys (Mortuary transfers).
- To assist the Chargehand Porters with the training and induction of new staff for an initial period until they feel confident to carry out the duties on their own.
- To collect and deliver hostess trolleys and crockery trolleys between the wards and the Catering Department [PRH only]
- To collect and deliver linen, clinical waste and general refuse from and to wards and departments.
- To deliver mail, stores, equipment and Pharmacy fluids to all wards and departments within the hospital and collect and deliver mail to be processed via the mail rooms.
- To collect and deliver drugs to wards and departments. Responsible for the collection of blood samples and units of blood for patient use to and

from all wards and departments and to ensure blood units are tracked electronically via the Trusts Portering system.

- To deliver patient test results from Pathology to wards and departments ensuring efficient, safe delivery.
- To collect and deliver milk, stores, foods and patients special dietary needs from the Dietitians to all wards.
- To have a limited responsibility for security and lock/unlock doors within the hospital and mechanical and electrical plant rooms and medical gas storage rooms in an emergency.
- Responsible for ensuring the hospital is secure out of normal hours and liaise with the Security team reporting any issues.
- To provide support to our Clinical teams in the emergency response situations, i.e., attending Cardiac Arrest, medical emergencies and fire alerts when called by the hospital bleep system.
- To maintain a supply of medical gases to all wards and departments and be responsible for the changing of Nitrous Oxide and Oxygen on the hospitals bank [out of hours PRH].
- To ensure that all cylinders are scanned and recorded using handheld devices.
- To deliver and collect sharps containers from all wards and departments if the service requires it.
- To isolate and report spillages out of hours, i.e., body fluids, liquids etc. in and around the site and wash down all trolley mattresses in the A&E Department on a rotary basis.
- To maintain a supply of wheelchairs for Patients within the Hospitals at agreed entrances.
- To collect and deliver medical supplies and equipment to and from Wards and departments out of hours only, unless in an emergency situation.
- To take part in the hospital's Major Incident Team and be prepared to be called out in case of emergencies.
- To assist visitors and members of the public with general enquiries and directions and to help and assist Patients and/or visitors who are in need of assistance.
- To attend and maintain a security presence during all helicopter landings and take-offs including H.M.F. 'Touch and Go' exercises.

Catering

- General cleaning duties of all areas within Catering in accordance with the departments cleaning schedules using the appropriate cleaning materials/chemicals/equipment for the job and using personal protective equipment PPE as appropriate and required for the job.
- Responsible for complying with good hygiene and health & safety practices within the department in accordance with Standard Operating Procedures and current Food Safety and Health & Safety Legislation.

- Ensure high standards of personal hygiene are maintained in accordance with the Trust Food Safety Policy Code of Practice in Personal Hygiene and current legal requirements.
- To ensure the correct storage and stock rotation takes place within all Patient and Commercial services in line with HACCP (Hazard Analysis and Critical Control Points) principles.
- To complete appropriate HACCP food safety documentation including taking and recording food temperatures for the departments HACCP Food Safety Management System and take corrective action where necessary. E.g. recording food temperatures at ward level.
- To serve patient meals [via bulk heated Burlodge trolleys] accurately as per patients' choice, liaising with ward staff to ensure patients receive the correct meal requested and provide assistance and advice to any new patients.
- To support in clearing all patient meal items [i.e. crockery, cutlery and food waste] from the patient's bedside/table at the end of the meal period and return it to the catering department into the wash up area.
- To provide excellent face to face customer service at all times whilst on the wards and within our commercial outlets.
- To carry out the picking, packing and loading of the patient food into the bulk heated trolleys.
- To ensure Restaurant counters are set up ready for meal service and to serve on the counter, till and wrap station where required, ensuring food is kept to the correct temperature ready to serve to patients, staff and visitors as per the Food Safety policy.
- To maintain high standards of meal presentation and customer service standards, whilst ensuring correct portion control is adhered to at all times.
- To assist with basic food preparation of items such as custard, gravy, salads and breakfast items and function menu items i.e. tea, coffee, biscuits, sandwiches etc.
- To support in other areas within the Catering department as and when required to meet service needs, for example Stores and Caffé Bistro.
- To deal with visitor or staff member complaints and escalate where appropriate.
- Ensure the careful use of resources to reduce unnecessary waste and comply with departmental stock rotation and control policy.
- To carry out washing up duties within either our main Central Dish wash area or ward kitchens. In the event of a breakdown of this machinery you may be required to carry out these duties by mechanical methods instead.
- Empty, strip down dishwasher and clean daily and turn off at the end of shift ready for the next day.
- Replenish chemicals as and when required. • On rare occasions you may be required to clean up and dispose of bodily fluids within our commercial or kitchen areas.

General

The postholder will be expected to –

- Undertake all training deemed appropriate for each service including statutory and mandatory training.
- Work in accordance with the Trusts Policies and Procedures including COSHH, Manual Handling, Health and Safety, Infection Control and all departmental SOPs.
- Report all accidents/incidents and near misses in accordance with the Datix incident reporting policy to your Supervisor, or Line Manager.
- Supporting the Supervisor or Line Manager with the training and development of new staff through a buddy scheme, ensuring consistent high levels of competency in their main duties.
- Work in accordance with duty rotas and work schedules.

Systems and Equipment

- The post holder is required to use an electronic scanning machine for booking in and out of medical gas cylinders for patient use and for the safe transportation of blood units.
- The post holder may be required to use a hydraulic lifting equipment for various tasks including hydraulic pallet trucks for moving stores and equipment around the site.
- The post holder may be required to operate a high-pressure jet washing machine for the cleaning of general waste trailers and vehicles.
- The post holder may be required to use departmental IT systems, i.e. tills, teletracking system, email, on-line training programmes, health roster etc.
- The postholder should ensure all staff use equipment provided correctly and safely following manual handling and Health & Safety policies.
- The postholder should ensure all staff use the correct cleaning materials with reference to the COSHH regulations.
- To postholder should ensure the correct cleaning of equipment.
- Faulty equipment should be reported to the Estates Department keeping records of faults and repairs.

Communication

- The post holder will be required to communicate verbally and face-to-face with members of staff, Nursing Managers, Sisters Nurses and medical staff, patients, relatives and the general public throughout the site.
- To ensure health roster is updated with annual leave and any other absence.
- To communicate daily with line manager.
- To ensure efficient working relations are developed and maintained with colleagues in the Department, all wards and departments and service users

Physical demands

- The post holder will be required to manoeuvre hospital trolleys, beds, wheelchairs and drive a medium-sized vehicle [Luton Van], operate master movers and electric tow vehicle [PRH only].
- The post holder will be required to assist Clinical Staff when moving patients on and off trolleys and beds.
- The post holder will be required to load and unload dirty linen bags from hospital trailers and transfer general waste from hospital trailers and waste compactor [PRH only].
- The post holder will be required to dispose of general waste using an automatic bin tipper/waste compactor.
- The post holder will be required to transport clinical waste bins to an outside waste yard.
- The post holder will be required to load and unload general supplies, i.e., furniture, stores, and equipment.
- The post holder may be required to administer CPR and attend to first aid in emergency situations within the confines of the Hospital.
- Physical exertion to include walking for long distances each day, lifting, pushing, and pulling, general moving and handling tasks in line with Trust statutory training.
- Frequently required to exert physical effort for periods of time by lifting equipment, disposable stores and food, e.g. carrying mop buckets filled with water, making and stripping beds, and moderate bending and stooping will be required when cleaning equipment, fixtures and fittings, floors and equipment, emptying vacuum bags and making beds, pushing heavy food trolleys.

Mental / Emotional Effort

- Exposure to emotional and distressing situations to distressing working within a high-pressured ED department and when transferring Patients to the Mortuary.
- The role will include exposure to distressing and emotional circumstances, e.g. end of life patients, death, ill patients, critically ill patients etc.

Work conditions

- Required to work throughout the hospital on wards or departments which have temperatures ranging from 22o – 25oC.
- Can be busy due to diverse work activity.
- Occasionally required to work outdoors with potential exposure to inclement weather.

Person Specification

	Essential	Desirable
Qualifications		<ul style="list-style-type: none"> • Food Hygiene Certificate Level 2 • NVQ in Housekeeping or Industrial Cleaning • Level 3 in Food Safety
Experience	<ul style="list-style-type: none"> • Experience of delivering a high level of customer service 	<ul style="list-style-type: none"> • Experience of working in a healthcare setting • Relevant experience of working in a catering environment (though full training will be given)
Knowledge and skills	<ul style="list-style-type: none"> • Good literacy skills and the ability to understand 	<ul style="list-style-type: none"> • Knowledge of food safety systems, HACCP, COSHH

	<p>instructions, guidance, policies and procedures</p> <ul style="list-style-type: none"> • Ability to communicate with all levels of staff, members of the public and patients • Ability to undertake physical aspects of task including moderate bending, lifting and moving of trolleys and food trolleys • Ability to determine own workload • Ability to work under pressure • Ability to work as part of a team 	<p>and dealing with Allergens</p> <ul style="list-style-type: none"> • A knowledge of Infection, Prevention and Control • Knowledge of cleaning products and COSHH
Other	<ul style="list-style-type: none"> • Ability to carry out weekend and night working 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.

