

# Head and Neck Rota Co-ordinator 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.\*\**

- This role manages the daily medical rotas for the Surgical Department to make sure there are enough doctors on duty and services stay safe.
- It involves planning ahead, solving staffing problems quickly and working closely with Consultants, Clinical Directors and Medical People Services.
- The job needs strong organisation skills, great communication and very good attention to detail.
- You will help arrange locum cover, keep track of leave and sickness, and make sure rotas follow all rules and policies.
- You will update systems, share weekly rota plans and build good working relationships with doctors and staff.
- The role includes working across both hospital sites and supporting other rota teams when needed.

## Job Description

<b>Job title:</b>	Head and Neck Rota Co-ordinator
<b>Grade:</b>	5
<b>Site:</b>	The Princess Royal Hospital, Telford
<b>Accountable to:</b>	Operational Manager
<b>DBS required:</b>	None

### Job Purpose

This post will involve the day to day management of the Surgical Departments' medical staffing rotas ensuring the appropriate levels of staff and clinical safety is maintained at all times. This post will require an individual with excellent planning and organisational skills. The successful candidate will be required to work closely with the Clinical Directors and Consultants for each area, the Senior Management team and Medical People Services Department, in supporting the needs of these busy and exciting departments.

The post holder will be proficient in Microsoft office, with an exemplary attention to detail and be a great communicator. The post holder will be expected to work in close liaison with Medical People Services to review and implement processes and systems which will positively impact on the efficiency of the locum booking procedure with consideration to reducing Trust spend, increasing patient safety and reducing errors.

## Main Duties and Responsibilities

- The post holder will use their knowledge and expertise of managing medical rotas to identify problems and using their own initiative provide and enact solutions to rota issues. This will require liaison with all teams to ensure vacancies are covered as efficiently as possible. The post holder will be expected to monitor future rotas and plan ahead in order to reduce the number of vacant shifts. This means this work is managed, rather than supervised and therefore requires an element of option appraisal and judgment in identifying the most appropriate solution to a staffing issue.
- Review unexpected absences on a daily basis and use own initiative to find and enact solutions to ensure gaps in the rota are mitigated and services are able to provide a safe level of cover, escalating areas of concern to the senior Operational Team if unable to resolve in a timely manner.
- Be responsible for arranging the provision of locum cover for Doctors in the relevant specialties, working with the Consultant in getting approval for CVs to allow Medical People Services to progress with agencies.
- Liaise with Agile directly when any urgent cover is required. This will involve the use of initiative and judgement to negotiate hours of cover with medical staff along with liaising with the relevant Consultant.
- Work with Agile, Consultant staff and medical teams to attempt to fill temporary vacancies and support them and the operational team in using own initiative to identify longer term solutions to gaps within the medical rota.
- Work with Medical People Services and Consultant Leads to review rotas ensuring early cover of known gaps.
- Establish and maintain effective administrative systems and processes between Medical People Services, HR and Payroll. Manage frequent change within these systems and update the Centre Management Team and relevant Consultants on progress of the systems and processes.
- Be responsible for liaising with Medical Staffing on a daily basis regarding the progress of vacant posts. Investigate the causes of any delays and action further with the appropriate staff to find resolution.
- Maintain regular, clear communication and ensure Consultants are informed of any issues relating to the rota.
- Request and keep track of Locum cover and shifts.
- Attend weekly junior doctor meeting to support allocation of shifts and determine any locum cover needed.
- Ensure decisions are based on patient and clinical safety whilst achieving best value for money.
- Generate and circulate weekly junior doctor rota plan in conjunction with Medical People Services.
- Generate and circulate weekly Consultant rota and weekend plan.
- Update systems/relevant staff members with any changes to rotas.

- Build up a good rapport with Junior Doctors, the Consultant body and Medical People Services.
- Deal with contentious issues and undertake difficult conversations within scope of authority.

### **Sickness/Annual Leave Monitoring**

- Receive and respond effectively to annual leave and study leave requests from all grades of doctors ensuring the sign off process and Trust policy is followed.
- Monitor sickness, study and annual leave requests for junior doctors and consultants, maintaining accurate records as required and ensuring sufficient doctor cover is in place to deliver service requirements for all periods of leave.
- Manage systems for reporting sickness and absence and liaise with teams to identify the impact of the absence upon the relevant Department. Identify and implement cover arrangements, liaising with Medical People Services to ensure agency requests are sent if required.
- Ensure return to work forms for all medical staff are provided to the operational teams for completion.

### **Recruitment/Human Resources**

- Co-ordinate the development and construction of the medical rotas, in conjunction with Medical People Services ensuring European Working Time Directive compliance.
- Monitor rotas to ensure they are compliant with local and national rules.
- Liaise closely with the Lead Clinician within the Specialty in liaison with Medical People Services to support the organisation of junior doctors change over plans, including organising cover for changeover.
- Build relationships with newly appointed Doctors, prior to their start date. The post holder will be required to meet and greet the new Doctors as and when required and act as first port of call prior to start date.

### **Financial**

- Record cost capture for Locum Doctor Claim forms and send to Finance in a timely manner.
- Ensure that compliance with the agreed Trust rates of pay are maintained.
- Complete and process Break Glass requests for Trust/Care Group approved rates to the senior management team for approval.
- Where additional clinical activities are required ensure operational team sign-off and completion of tracker (Anaesthetics and Critical Care only).
- Raise orders as appropriate using the Trust approved systems and processes.

## General Duties

- Deal with enquiries face to face, via telephone and email
- Provide a range of documents e.g. letters, spreadsheets, posters using relevant software packages.
- Problem solving.
- Be accountable for ensuring and monitoring work produced is of the quality and quantity required ensuring expected Trust, Centre and Department standards and deadlines are met.
- Use a wide range of effective communication skills modifying and adapting to a range of situations including the use of persuasion and tact.
- Effectively role modelling a professional and welcoming service treating patients, relatives, colleagues and Trust Staff in a friendly and courteous manner presenting a good image of yourself through your attitude, behaviour and appearance.
- Be an active and supportive team player.
- To ensure Trust policies are adhered to within your area.
- You will be required to work cross site at both the Princess Royal Hospital Telford and Royal Shrewsbury Hospital.
- You may be required to provide cross cover for other rota coordinators within the Surgery, Anaesthetics & Cancer Division as required.
- Any other appropriate administrative duties as required within Banding.

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Degree or equivalent level of experience.</li> </ul>	<ul style="list-style-type: none"> <li>Medical Terminology qualification or equivalent level of working experience with medical terminology</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Excellent interpersonal skills and communication skills to liaise with stakeholders internal and external to the organisation</li> <li>Excellent planning, prioritisation and organisational skills</li> <li>Negotiating / persuasive and motivational skills</li> <li>Ability to provide and receive complex and sensitive information in a tactful and sensitive manner</li> <li>Working knowledge of relevant organisational policies and procedures</li> <li>Ability to use Microsoft Outlook and Office packages – for Word, Excel, Powerpoint presentations, to develop and manipulate spreadsheets and databases – equivalent to ECDL.</li> <li>Knowledge of contractual arrangements for junior doctors</li> <li>Complex data analysis and manipulation from a wide range of sources and present</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>Previous experience of autonomously line managing a team. Must have sufficient initiative and experience to act independently to manage the secretarial, administrative</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrable experience of successfully completing projects / service improvement initiatives</li> </ul>

	<p>and clerical service as defined.</p> <ul style="list-style-type: none"> <li>• Experience of working with medical staff</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of having managed a delegated budget or funds</li> <li>• Experience of working with complex rotas</li> </ul>
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• Demonstrate drive, energy and resilience to drive through and achieve results</li> <li>• Proven ability to demonstrate leadership both within a team and on behalf of the organisation</li> <li>• Possess excellent communication skills; the ability to be clear and persuasive in speech and writing and to handle difficult and sensitive situations both internally and externally at all levels.</li> <li>• Ability to use initiative and work autonomously to make decisions and lead on behalf of the Trust and external stakeholders as appropriate</li> <li>• Customer focused</li> <li>• Ability to prioritise own workload where there are competing demands, and work to tight deadlines when required</li> <li>• Personal resilience; ability to cope with additional workloads created as a result of staff shortages to ensure the service continues</li> <li>• Flexible, self-motivated with a positive 'can do' attitude, adaptable to changing demands</li> </ul>	

## General conditions

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

## Health & Safety

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

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

## Infection Prevention and Control

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

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

## Information Governance

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

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

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

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

## Professional Standards and Performance Review

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

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

## Safeguarding Children and Vulnerable Adults

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

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

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

## **NHS Sexual Safety Charter**

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

## **Social Responsibility**

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

## **Continuous Improvement**

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

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

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

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

## Equal opportunities and diversity

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

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

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

