

# HEALTHROSTER SUPPORT OFFICER

## Candidate Pack



# Colleague Benefits

## General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

## Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

## Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

## Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms

# Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level - from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction — between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

## C.A.R.E. Meaning and Practice

**Compassion** - Demonstrate genuine kindness, empathy and humanity in every interaction.

Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

**Acknowledge** - Actively listen and be fully present.

Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

**Respect** - Treat everyone with dignity, honesty and fairness at all times.

Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

**Empower** - Enable people to be active participants in their care and work.

Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included.

Poppy's Promise is more than a framework - it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

### **In daily practice, you can:**

- Take a moment before entering a patient's space - centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions - consider how your approach made the patient or family feel

### **All staff within the Trust are expected to:**

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

## Job Summary

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

- This role supports managers and staff in using the Healthroster system each day
- It helps deliver training so people can use the system correctly and safely.
- The job involves answering questions, fixing problems, and keeping system information accurate and up to date
- It also includes giving guidance on data protection and making sure information is handled properly
- The role works with teams across the Trust and requires good organisation, attention to detail, and the ability to manage your own workload

## Job Description

<b>Job title:</b>	Healthroster Support Officer
<b>Grade:</b>	4
<b>Site:</b>	Shrewsbury Business Park
<b>Accountable to:</b>	People Systems Manager
<b>DBS required:</b>	No

## Post Summary

- To provide day to day support for the Healthroster Team, managers and staff across the Trust in using the Healthroster programme.
- To support the Healthroster Lead / Healthroster Supervisor in the delivery of training to managers and staff across the Trust to ensure systems are used effectively, appropriately and in accordance with Data Protection legislation

## Scope and Range

- To be fully conversant with Healthroster programme to offer support and advice on their use to others in the People Systems team and managers and staff within the Trust.
- To provide cover for colleagues within the Healthroster team as appropriate.
- To work within clearly defined policies and procedures under supervision but largely autonomously, taking advice from senior colleagues as required

# Key Responsibilities

## People Systems Support

- To provide day-to-day support for users on the Healthroster programme.
- To assist in developing, reviewing and maintaining user guides and documents for use by HealthRoster systems users.
- To support the Healthroster Lead / Supervisor in the delivery of training sessions to users of the Healthroster programme.
- To provide day-to-day helpdesk facility to users in the use of Healthroster programme, ensuring all queries are directed as appropriate to deliver excellent service to end users.
- To assist the Healthroster Lead / Supervisor in introducing the Healthroster programme as required in all areas of the Trust.
- To work closely with the Healthroster Lead / Supervisor and users across the Trust to ensure that information held in all systems is accurate.
- To work with corporate functions to ensure that the use of the Healthroster programme across the Trust is aligned with other information systems.
- To identify ways to improve utilisation of the Healthroster programme making recommendations to the Healthroster Lead / Supervisor.
- To respond to queries relating to the use of the Healthroster programme as appropriate.
- Ensure the correct alignment of HealthRoster staffing information on a daily and weekly basis.
- Maintain and amend templates for rosters.
- Maintain and amend rules and restrictions for supporting users to roster effectively.
- Support with creating, reviewing and maintaining user Profiles within HealthRoster.
- Send monthly files to Pay Services for processing payment to staff.

## Data Protection

- To ensure compliance with the requirements of the Data Protection Act, GDPR, policies, procedures and supporting guidelines in relation to the collection, storage and use of workforce information so that statutory and mandatory requirements are met in relation to Data Protection and Registration Authority compliance.
- To provide advice and guidance to managers in Data Protection practices, ensuring any concerns are escalated to the Workforce Systems Advisor.

## **Communications and Relationships**

- To develop effective and professional working relationships with all stakeholders including:
  - o Trust managers
  - o HealthRoster users
  - o Workforce Directorate
  - o Finance Directorate
  - o Workforce Directorate
  - o IT team
  - o External system support and user groups as appropriate

## **SYSTEMS AND EQUIPMENT**

- To be fully conversant with the Healthroster programme.
- To understand other systems in use within Workforce e.g. BankStaff.
- To be fully conversant with corporate communication systems to enable their optimum effectiveness.
- To have experience of SaTH intranet and general Windows Office programmes e.g. Outlook, MS Teams, Excel and Word.

## **DECISIONS, JUDGEMENTS AND FREEDOM TO ACT**

- Working without direct supervision, with advice and support available from the Healthroster Lead / Supervisor as required.
- To act at all times in a professional manner that promotes a positive image of the Trust and upholds and promotes its core values and to act as a role model for others.
- To provide leadership to all staff that promotes a culture of positive and effective teamwork.
- To take responsibility for own continuous professional development and mandatory and statutory training, and disseminate learning and information gained to others in order to share good practice.
- To be responsible for prioritising own workload in order to meet strict deadlines.
- To provide advice and guidance to managers at all levels in the Trust.

## PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE POST

- Due to the nature of the post there is a requirement for concentration on an ongoing basis in order to maintain systems data quality.
- There will be frequent interruptions in order to respond to urgent ad hoc requests where the post holder will need to switch tasks.
- To work flexibly as appropriate in order to meet critical short term and long term deadlines.
- To maintain confidentiality and to work within Data Protection Act legislation.
- Ability to organise and prioritise own workload to tight deadlines, making adjustments as necessary for changing priorities, variable workload and interruptions.

## Person Specification

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Good standard of general education, including numeracy and literacy skills</li> <li>• NVQ level 3 or equivalent knowledge gained through work experience</li> </ul>	
<b>Experience and knowledge</b>	<ul style="list-style-type: none"> <li>• Well developed knowledge of workforce information systems such as HealthRoster systems and ESR</li> <li>• Knowledge of Data Protection legislation</li> </ul>	<ul style="list-style-type: none"> <li>• Good understanding of information management reporting</li> </ul>
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>• Ability to develop skills in others in the use of workforce information</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge and experience in use of Microsoft Office software, in</li> </ul>

	<p>systems such as HealthRoster systems and ESR</p> <ul style="list-style-type: none"> <li>• Ability to produce learning materials to a high standard</li> <li>• Ability to deliver end user training</li> <li>• Ability to work on own initiative, prioritise workload and work independently in order to meet deadlines without direct supervision</li> <li>• Ability to deal with non-routine activities including problem-solving and developing alternative or additional procedures and processes</li> <li>• Ability to work effectively within a small team</li> <li>• Effective communication skills</li> <li>• High levels of accuracy and attention to detail</li> <li>• Advanced keyboard skills</li> <li>• Ability to deliver high quality customer service</li> <li>• Ability to transfer skills and knowledge to other staff</li> </ul>	<p>particular Microsoft Excel</p>
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• Demonstrates commitment to the Trust's core values</li> <li>• Able to work flexibly to meet the</li> </ul>	

	<p>needs of the service</p> <ul style="list-style-type: none"> <li>• Willingness to undertake all work related training</li> <li>• Willingness to adapt to changing priorities</li> <li>• Able to travel between Trust sites as required</li> </ul>	
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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.



Proud to have signed  
The Pregnancy  
Loss Pledge

