

BCSP AUDIT LEAD AND SENIOR COORDINATOR

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.

AI PROMPT

- The role helps run the Bowel Screening Programme by collecting, checking and understanding important data.
- It supports the team by keeping systems and records accurate, safe and up to date.
- It looks at trends in patient numbers, waiting times and screening results to help improve the service.
- It helps plan audits, reports and quality checks to make sure the programme meets national standards.
- It works with many teams inside and outside the organisation to solve problems, share information and keep the programme running smoothly. It also helps make sure patient information is correct and that any issues are found and fixed quickly.

Job Description

Job title:	BCSP Audit Lead and Senior Coordinator
Grade:	Band 5
Site:	William Farr House
Accountable to:	Programme Manager
DBS required:	Yes, Standard DBS

Job Purpose

Working with partners, to collate, report and interpret data and quality assurance of the Bowel Screening Programme. To set up and manage appropriate business, admin, data collection and quality management systems to ensure the safe and effective operation of the Bowel Screening Programme.

Key working relationships

Internally

- BSCP Programme Manager
- BSCP Clinical Director
- Lead Specialist Screening Nurse
- Health Improvement Practitioner

- Finance Business Partner
- HR Business Partner
- Operations Manager, Endoscopy

Externally

- Service Users
- NHS England Screening Assurance
- BCSP Quality Assurance Team
- Public Health England
- NHS England Regional Teams

1 Main Duties and Responsibilities

- 1.1 Provide high-level administrative support to the Bowel Cancer Screening Programme, ensuring high levels of accuracy, integrity, and smooth day-to-day operations.
- 1.2 Have a good knowledge of Delivery & Development procedures and policies and update the team on relevant developments and changes.
- 1.3 Responsible for collating, managing and reporting of Non-Conformance / Reportable Events & Missed Cancers.
- 1.4 Collaborate with the Trust governance team to ensure incidents are reported, investigated, and appropriately concluded with an appropriate level of corrective and preventative action.
- 1.5 Perform expert trend analysis on data from patient uptake, capacity, clinic, wait times, and demand and be able to present reports on each of these.
- 1.6 Collating and Presenting data on patient cohorts, uptake, demand and capacity for screening services.
- 1.7 Plan and organise audit schedule inclusive of mandatory and regulatory audits.
- 1.8 Plan and lead quality assurance workshops with the screening management team.
- 1.9 Routine use of Specialised Screening systems to extract and process data and information.
- 1.10 Plan and lead quality assurance workshops with the screening management team.
- 1.11 Routine use of Specialised Screening systems to extract and process data

and information.

- 1.12 Utilising complex data to produce Quality Assurance and performance reports
- 1.13 Being proficient in utilising Microsoft applications, data analysis methodology and produce mandatory screening reports on a monthly, quarterly and annual basis that meet the stringent screening requirements.
- 1.14 Utilising data to make decisions about patient cohort groups, locations, and uptake and developing plans based on this information.
- 1.15 Investigating incomplete datasets, following up on the patient pathways, and ensuring the accuracy of cancer information.
- 1.16 Ensuring accurate and timely monitoring of all required data for BCSP cancer patients while meeting the data standards for Cancer Waiting Times, National Cancer Audit requirements, BCSP guidelines, and local SOPs.
- 1.17 Collecting and recording cancer waiting times and reporting potential breaches to BCSP Lead SSP and Programme Manager.
- 1.18 Using Trust databases, facilitating data collection for all cancers and entering this information into an appropriate database.
- 1.19 Liaising with professional team members for guidance on audit-related medical information.
- 1.20 Review current information systems to ensure data quality meets national and local standards and regulations.
- 1.21 Working with the Information Department team to create, produce, and monitor data quality key performance indicators to inform the Trust Board and operational teams of data quality standards within the Strategy and to take action where appropriate.
- 1.22 Proactively seek data quality opportunities and best practices from other organisations, providing benchmarking data where possible for service delivery and performance monitoring.
- 1.23 Responsible for providing suitable summaries for publication, when necessary, e.g., annual report interpretation and understanding complex data or situations to formulate presentations based on data for various audiences.
- 1.24 Reviewing and updating Standard Operational Procedures (SOPs) to reflect up-to-date research and BSS guidelines.
- 1.25 Ensuring the Right Result Policies are updated and compliant with Quality Assurance Guidelines.

- 1.26 Acting as the Programme failsafe officer: monitoring open or inactive episodes on BCSS and being the point of reference for any data queries by local and external stakeholders.
- 1.27 Ensuring that the Programme recording database is 100% compliant, investigating areas when this is not compliant.
- 1.28 To support the Health Improvement Practitioner Specialist with duties and responsibilities.

2. Responsibility for staff:

- 2.1 Provide line management to the Administration team – (Band 4)
- 2.2 Support in the review of administration teams job descriptions to ensure they reflect up to date responsibilities, as necessary and seek HR advise on agenda for change banding.
- 2.3 Undertake performance and development reviews, team meetings, 1:1s with the team, staff appraisals and return to works for the administration team – (Band 4)
- 2.4 Work in conjunction with the HR team to manage any issues of performance of capability or ill health in the administration team, including sickness and grievance
- 2.5 Ensure that any disciplinary matters are handled correctly and objectives, guidelines procedures are followed for the administration team
- 2.6 To provide support to the Programme Manager for accurate recording of staff absence, sickness, annual leave, training, additional hours worked, change forms and health roster workforce management system
- 2.7 Collation of various information and dashboards
- 2.8 Coordination of the vacancy and recruitment process, ensuring compliance on process and timeframes, liaising with recruitment and HR as necessary
- 2.9 To support the administration team to ensure efficient service delivery.
- 2.10 To support the implementation of office and secretarial practices to continually improve service delivery (Band 4)

3. Finance and Business Support:

- 3.1 Assist the Programme Manager with raising and managing purchase orders
- 3.2 Assist the Programme Manager in the monitoring of staff budgets and financial initiatives
- 3.3 Assist the Programme Manager as a key resource for matters relating to the health roster for the administration team
- 3.4 Assist the Programme Manager in ensuring staff records are maintained on all systems and electronic records, including training, appraises, sickness and annual leave, updating ESR records accordingly

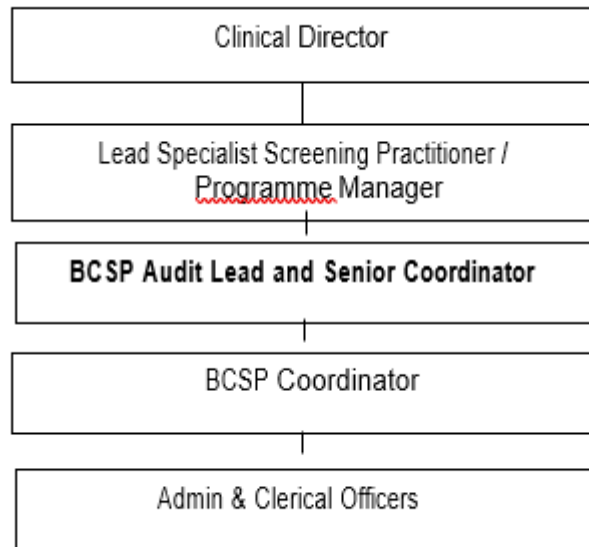
4. Communication:

- 4.1 Prioritise information requests from other teams and deliver information and support within those agreed timescales.
- 4.2 Disseminate key information and communications to key players and ensure follow-up where needed.
- 4.3 Be able to communicate compassionately and clearly with patients
- 4.4 Work with the Programme Manager, Operations Manager and Lead Nurse to develop long term strategic plans, in conjunction with the Health Improvement Practitioner Specialist, Core Clinical staff members, commissioners and partner organisations

5. Areas of Specialism:

- 5.1 Concentration for dealing with complex relationships and managing an evolving and conflicting task list with frequent interruption.
- 5.2 High degree of reliability and accuracy in relation to the production of information and data entry
- 5.3 Advanced use of Microsoft packages, in order to create reports, documents and presentations

6. Organisational Chart:



Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Educated to degree-level or equivalent experience • Thorough understanding and working knowledge of principles of NHS Screening Programmes • Evidence of commitment to continuous professional development 	<ul style="list-style-type: none"> • ECDL/Microsoft package qualification
Knowledge, Behaviours & Experience	<ul style="list-style-type: none"> • Knowledge of Patient Confidentiality, Data Protection and Data Sharing legislation • Understanding of clinical governance • Knowledge of Quality Assurance Requirements associated with Screening Programmes. • Experience of working with healthcare professionals and patients in primary and/or secondary care at all levels. • Experience working in screening programmes • Experience with patient management and 	<ul style="list-style-type: none"> • Experience in NHS systems

	<p>screening specific data systems</p> <ul style="list-style-type: none"> • Experience with quality assurance processes, producing screening reports and assurance requirements of screening programmes • Experience establishing and managing administration systems • Experience managing Quality Management system and processes 	
<p>Skills</p>	<ul style="list-style-type: none"> • Be able to process, analyse and collate complex data • Excellent verbal and written communications skills, including ability to digest information and draft copy for a variety of platforms to engage a range of audiences. • Ability to present accurate and precise information, from small local third sector agencies to board level. • Excellent planning and organisation skills. • Flexible / ability to work under 	<ul style="list-style-type: none"> • Example • Example • Example

	<p>pressure according to workload.</p> <ul style="list-style-type: none"> • Excellent IT skills including the use of Microsoft Office, and web content management skills (including BCSS System) • Ability to work as part of a team and independently. • Confident, well-organised, flexible, and composed, able to pick up a brief and develop understanding of new topics quickly. • Self-motivated, robust, and results-orientated and able to motivate and enthuse others. • Able to build relationships and work collaboratively with internal and external stakeholders. • Resilient and able to work in a high-pressure environment producing content to a high standard • Flexible and enthusiastic. • Proactive and self-starting. • Effective communication skills in a multidisciplinary team. • Efficient at managing high volumes of email 	
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	<p>and other communications.</p> <ul style="list-style-type: none"> • Able to represent the organisation effectively on the telephone and face to face. • Is able to adapt communication to appropriate audiences and ensure inclusive approaches to communication (inclusive of patients). 	
<p>Other</p>	<ul style="list-style-type: none"> • Able to perform the duties of the post with reasonable aids and adaptations. • Willingness and ability to travel to all trust sites and partner organisations using own transport arrangements. • Car driver and owner essential - you must have a full driving licence. • Flexibility to work occasional evenings, weekends, bank holidays 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.

