



The Shrewsbury and
Telford Hospital
NHS Trust

Medical People Services Manager

INFORMATION FOR CANDIDATES



Our Vision and Values

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



About our Vision

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.

About our Values

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour.

About the Trust

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east. The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are the Princess Royal Hospital (PRH) in Telford and the Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes' drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at the Wrekin Community Clinic, Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ almost 6,000 staff, and hundreds of staff and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at the Royal Shrewsbury Hospital, Friends of the Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at the Royal Shrewsbury Hospital.

We are committed to providing the best possible diagnostic facilities and high-quality clinical care in a clean, supportive environment where patients are treated effectively with respect and dignity.

The Shrewsbury and Telford Hospital NHS Trust continues to work with our partners in health and social care in Shropshire, Telford and Wrekin and mid Wales to develop patient-focused services that meet the needs of our communities.

Plans have been given the go ahead to transform local hospital services for the half a million residents of Shropshire, Telford & Wrekin and mid Wales to make sure two vibrant hospitals and the wide range of services they provide for people locally are kept in the county. This landmark decision will result in better care for patients, secure the £312m on offer from HM Treasury and develop both hospital sites to deliver state of the art facilities in which staff will be proud to work and patients will choose to be treated.



COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, 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

Option to buy and sell additional annual leave

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

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



Job Description

Job Title:	Medical People Services Manager
Grade:	NHS AFC Band 7 (Subject to Band Evaluation)
Division:	People and OD Directorate
Responsible to:	Assistant Director of Medical People Services
Accountable to:	Chief People Officer
Hours:	Full Time (37.5 hours per week) – part time applications will be considered
Duration:	2 posts - Fixed Term 12-Months
Base Site:	Princess Royal Hospital, Telford with responsibilities for both sites
Salary:	£47,810.00 - £54,710.00 per annum

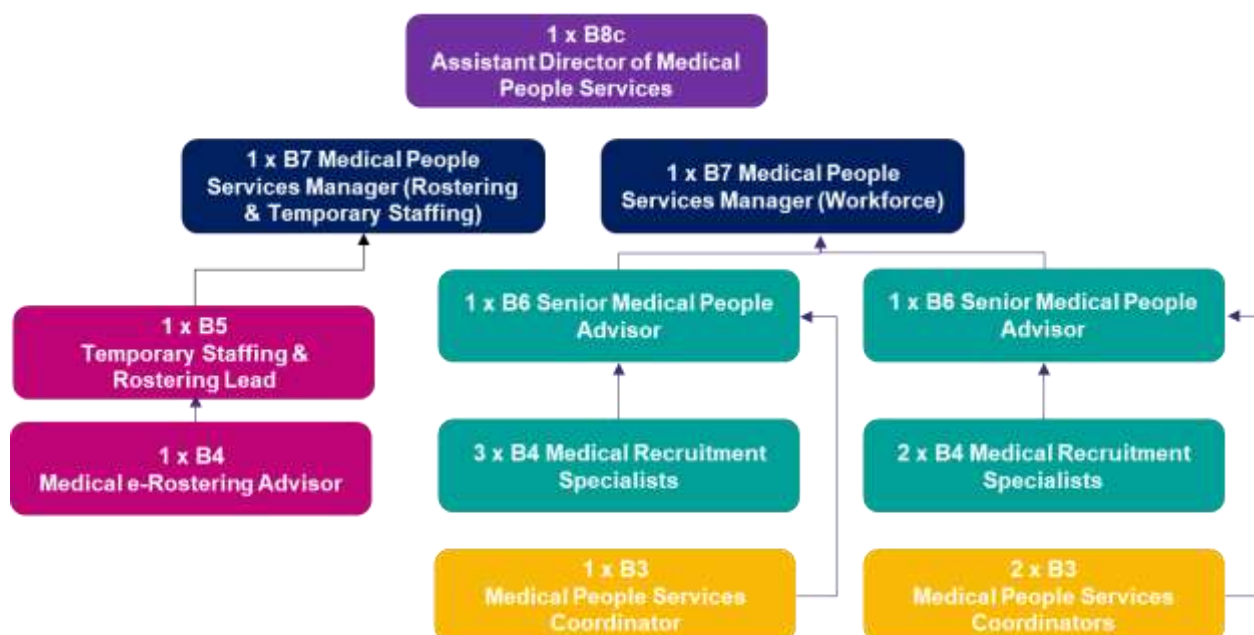
Job Summary

Two newly created Medical Workforce Manager posts have been established to provide enhanced support during a 12-month career break. One post will focus on Rostering and Temporary Staffing, while the other will concentrate on Workforce, including Resourcing.

While each post has a defined area of focus, the post holders will be expected to work collaboratively and provide cross-cover as needed. Both roles require a comprehensive understanding of the full spectrum of medical workforce responsibilities, and candidates should demonstrate the flexibility and expertise to operate effectively across both portfolios.

The Medical Workforce Managers will lead the delivery of a high-quality, proactive, and responsive medical HR service. They will be responsible for the operational management of the Medical Workforce team, ensuring compliance with national terms and conditions, Trust policies, and regulatory requirements. This includes oversight of medical and dental pay and reward, workforce systems, contracts, medical temporary staffing, resourcing, rota compliance, safe working hours, and interfaces between national medical education organisations and the Trust. The roles require expert knowledge of medical staffing issues and the ability to influence and support senior clinical and operational leaders.

Team Structure



Main Duties and Responsibilities

Strategic and Operational Leadership

The post holder will be lead HR specialist, providing expert advice and operational support across the full range of medical staffing matters. This includes ensuring consistent application of Trust policies, national terms and conditions, and employment legislation. Key areas of responsibility include:

- Provide expert guidance on the application and interpretation of national terms and conditions for all grades of medical and dental staff, including new starter contracts, contract variations, and complex contractual queries.

- Lead on the development, implementation, and review of medical workforce policies, ensuring alignment with national guidance and local governance frameworks.
- Oversee the end-to-end recruitment process for medical staff, including workforce planning, vacancy control, advertising, shortlisting, interview coordination, and onboarding. Ensure compliance with NHS employment standards and Royal College requirements.
- Support the development and implementation of structured career pathways for medical staff, including SAS doctors and locally employed doctors, in line with national frameworks and Trust workforce strategy.
- Provide specialist advice on international recruitment, including immigration, sponsorship, and recognition of qualifications. Ensure appropriate induction and support mechanisms are in place to enable successful integration.
- Advise on matters relating to medical professional standards, including GMC registration, revalidation, appraisal, and performance concerns. Liaise with the Medical Director's Office and external regulatory bodies as required.
- Support the coordination and monitoring of job planning processes when related to rota design, ensuring alignment with service needs and national guidance. Provide oversight of rota design and compliance.
- Provide expert advice on medical pay structures, including pay progression, incremental credit and local incentive schemes. Ensure accurate implementation of pay changes and liaise with ESR and Pay Services teams to resolve discrepancies.

In addition, the post holder will:

- Build the capability of medical managers through the provision of tailored guidance, coaching, and training on the effective application of medical staffing policies and procedures.
- Promote a culture of fairness, inclusion, and continuous improvement in line with Trust values and good employment practice.
- Contribute to the development and delivery of workforce plans, supporting service redesign and transformation initiatives.
- Represent the Medical People Services function at divisional and corporate meetings, providing expert input on workforce matters and supporting the delivery of strategic objectives.
- To ensure that appropriate advice on medical workforce issues is available to the Executive Medical Director and their deputies, Divisional Operational Teams and all grades of doctors as appropriate.

Resourcing

The post holder will have strategic and operational oversight of the full medical recruitment function, ensuring the delivery of a high-quality, efficient, and compliant service. They will be responsible for managing the end-to-end recruitment lifecycle for all grades of medical staff, from vacancy approval through to onboarding and induction. This includes leading the coordination and governance of Advisory Appointments Committee (AAC) processes, ensuring compliance with national guidance and Royal College requirements.

The post holder will support complex workforce planning and recruitment initiatives, working closely with clinical and operational leaders to develop and implement strategies to address hard-to-fill roles and reduce vacancy rates.

They will oversee the development and publication of job advertisements, ensuring content is accurate, inclusive, and aligned with the Trust's employer brand. The role also includes responsibility for recruitment communications and bulletins, ensuring timely and effective engagement with internal and external stakeholders.

The post holder will manage the onboarding process for all medical staff, including the coordination of pre-employment checks, induction, and orientation. They will also lead on the planning and delivery of resident doctor rotations in collaboration with NHS England and the Lead Employer, ensuring a smooth and professional experience for doctors in training and compliance with training programme requirements.

The post holder will be responsible for the effective management and oversight of all ESR (Electronic Staff Record) system processes relating to the medical workforce. This includes ensuring the accurate and timely processing of applicant records, enrolments, and Inter Authority Transfers (IATs), as well as the maintenance of ESR Manager Self-Service functionality.

They will oversee the management and monitoring of pay-affecting changes, ensuring alignment with contractual terms and payroll deadlines. The post holder will also be responsible for maintaining the integrity of the ESR hierarchy and ensuring that position data is accurately aligned with the Trust's organisational structure and workforce planning systems.

Working closely with the Workforce Systems Team and other stakeholders, the post holder will ensure that ESR processes are compliant with national guidance and internal controls, and that data quality is maintained to support accurate reporting, audit readiness, and operational efficiency.

Policies and Governance

The post holder will be responsible for reviewing and developing medical workforce policies within the Trust, ensuring they remain current, compliant, and aligned with national guidance and best practice. This may involve working collaboratively with external organisations to support a consistent and integrated approach across the wider health and care system.

They will actively participate in formal consultation and negotiation processes relating to organisational change, ensuring compliance with employment law and Trust policies. The post holder will be expected to challenge existing practices where necessary to drive continuous improvement in working methods, systems, and service delivery.

They will be responsible for the local implementation of national and regional workforce policies and procedures, ensuring these are embedded effectively within medical staffing operations. This includes supporting the timely and effective delivery of workforce strategies that ensure the Trust has the appropriate medical staffing capacity to meet its strategic and operational objectives.

The post holder will provide expert advice on recruitment and retention strategies, workforce turnover, and induction processes, with a focus on reducing service disruption and improving workforce sustainability. They will also contribute to the Trust-wide workforce planning process, working closely with directorate management and leadership teams to assess future service needs and the associated implications for medical staffing levels.

Workforce Planning and Analytics

The post holder will be responsible for producing and analysing workforce data to inform decision-making, identify trends, and support continuous improvement in medical workforce planning and deployment. This includes the preparation of high-quality reports and dashboards to support executive and divisional oversight.

In addition, the post holder will lead on the development of business cases and funding bids related to medical staffing, including those that support service expansion, education and training initiatives, and recruitment and retention strategies. Their work will directly support the Trust's ability to maintain safe staffing levels, deliver high-quality care, and meet national workforce targets.

Cost Efficiency & Finance

The post holder will play a key role in supporting the financial governance and cost-effective management of the medical workforce and will be an integral member of the Trust's Medical Workforce Efficiency Programme.

They will work closely with the Assistant Director of Medical People Services, the Executive Medical Director, the Lead Employer, and NHS England Workforce West Midlands to ensure that resident doctor recruitment and retention issues are proactively managed across the Trust. Where safe staffing levels cannot be maintained, the post holder will ensure these are appropriately escalated and recorded as risks.

They will ensure that the recruitment and selection processes for Consultants and Specialty Doctors are conducted in accordance with Royal College guidance, the SAS Charter, and relevant statutory frameworks. Where changes to national guidance or best practice occur, the post holder will be responsible for updating internal policies and procedures accordingly.

The role includes supporting Operational Managers and the Finance Department in managing and monitoring medical staffing budgets and vacancies. The post holder will handle financial queries, investigate discrepancies, and liaise with Finance to ensure timely resolution and correction of errors.

The post holder will act as an authorised signatory for Medical Workforce matters as required.

The post holder will oversee the system for managing medical pay progression, ensuring that all eligible staff receive appropriate progression in line with Trust policy and with the necessary authorisation from the Chief Medical Officer and Chief Executive.

Rostering, Rota Design and Safe Working Hours

The post holder will work in close collaboration with the Workforce Systems Team to lead the implementation and optimisation of the electronic rostering system for medical staff. This will involve ensuring the system is aligned with national best practice and supports the Trust's wider workforce planning objectives.

The post holder will be responsible for driving the delivery of key actions under the Improving Resident Doctors' Working Lives initiative, ensuring compliance with national guidance and contributing to an improved working environment for doctors in training.

The post holder will oversee the management and ongoing reform of the exception reporting process, ensuring that issues are resolved in a timely manner and that reporting mechanisms support safe working practices and contractual compliance. This will include the delivery of detriment surveys and reporting through the nationally agreed framework.

They will provide expert oversight of rota compliance, including the monitoring of working hours, rest periods, and adherence to the contractual obligations set out in the 2016 Terms and Conditions of Service for Doctors and Dentists in Training (England).

The post holder will be responsible for the oversight and management of all medical rota templates across the Trust. This includes the design, development, and maintenance of rota structures that are compliant with contractual obligations, national terms and conditions, and safe working regulations. They will ensure that all rota templates are aligned with service delivery requirements, training needs, and workforce planning objectives. The post holder will work closely with clinical and operational teams to ensure that rotas are equitable, sustainable, and support both patient care and staff wellbeing. They will also be accountable for monitoring compliance with rota rules, identifying and addressing any breaches, and implementing improvements to enhance efficiency and safety.

In addition, the post holder will support the Medical Director's Office in the design and review of workforce models and rota structures, ensuring these are aligned with national job planning targets and meet service delivery requirements. They will work collaboratively with clinical and operational leaders to ensure that rotas are safe, sustainable, and effectively balance training needs with service provision.

Temporary Staffing

The post holder will act as the primary contract lead for the Trust's managed temporary staffing provider, ensuring robust contract management, performance monitoring, and timely resolution of service-related issues. They will lead on all governance processes associated with agency staffing, including the management of approval workflows, break-glass procedures, and ensuring full compliance with NHS England agency rules and price caps.

A key aspect of the role will be to drive cost efficiency through the proactive management of the Trust's medical temporary staffing strategy. This includes oversight of the organisation's trajectory toward regional rate alignment ("flight path") and the implementation of measures to reduce reliance on premium agency usage.

The post holder will be responsible for managing and advising on Direct Engagement (DE) terms, ensuring compliance with tax and employment legislation while mitigating financial and reputational risk to the organisation. They will also provide expert advice on complex medical locum engagements, including contractual terms, risk management, and alignment with Trust policy and procedures.

In collaboration with the wider HR team, the post holder will support the resolution of HR issues related to temporary medical staffing, including matters of conduct, performance, and grievance. They will also be responsible for the line management of the Temporary Staffing and e-Rostering Advisor, ensuring the effective delivery of service objectives, staff development, and performance management.

Line Management

The post holder will be responsible for the day-to-day line management of team members within their allocated specialty areas. This includes conducting regular one-to-one meetings, managing annual leave requests, monitoring attendance and wellbeing, addressing performance concerns, conducting appraisals, and supporting training and development in accordance with Trust policies and procedures.

They will provide effective leadership and motivation to ensure the team delivers against departmental objectives, fostering a supportive and developmental environment where staff are encouraged and enabled to reach their full potential. The post holder will be expected to manage individual performance proactively, ensuring that any issues are addressed in a timely and appropriate manner, including the use of formal procedures such as the Grievance Policy when necessary.

They will be responsible for managing team absence in line with Trust policy and for promoting equality, diversity, and inclusion in all aspects of team management and service delivery. The role also includes oversight of Statutory and Mandatory training compliance, ensuring regular reporting and follow-up to maintain high standards in line with Trust expectations.

The post holder will exercise significant discretion in the allocation of work to administrative staff and will be expected to plan and organise regular team meetings, as well as meetings with managers and other stakeholders, to address medical staffing issues and ensure effective communication and collaboration across the service.

Freedom to Act

The post holder will operate with a significant degree of autonomy, acting as both a specialist advisor and team leader within the field of Medical Staffing. While working under the general guidance of the Assistant Director of Medical People Services, the post holder will be expected to use their own initiative and professional judgement to manage day-to-day responsibilities without direct supervision.

They will apply their specialist knowledge to ensure adherence to good employment practices and the consistent implementation of Trust policies and procedures. Matters that fall outside of standard policy, have not been previously encountered, or carry wider organisational implications without precedent should be referred to the Head of Medical People Services for guidance before action is taken.

The role requires the practical application of medical terms and conditions of service and HR policies in collaboration with Centre Managers, while maintaining fairness, consistency, and equity across the Trust. The post holder will be expected to interpret and implement policies within their own area of responsibility and contribute to policy development where changes may have an impact beyond their immediate remit. All actions must be aligned with the Trust's corporate values and strategic workforce.

Communication and Contacts

To provide written and verbal information on a range of varied and at times complex, contentious, and sensitive issues and in relation to relevant operational and corporate activities.

- Medical Director
- Director of Postgraduate Medical Education & Education teams
- All levels of medical staff throughout the Trust
- Divisional Managers & HR Business Partners
- Pay Services/ Finance Department
- Staff representatives
- Royal College representatives
- Recruitment and advertising agencies
- Job applicants
- Occupational Health provider
- Other specialist agencies, e.g., General Medical Council, Home Office
- Trade union/professional organisation full time officers e. g BMA

Continuous Professional Development

To participate in the development and achievement of corporate objectives. Continually strive for service improvement to support the highest quality patient care and the Trust's business objectives.

Identify and take personal responsibility for maintaining and developing professional knowledge and expertise.

To take every reasonable opportunity to maintain and improve personal and professional competence.

To participate in personal objective setting and review, including the creation and achievement of a personal development plan.

Physical, mental, and emotional demands of the post

To travel between RSH and PRH sites for attendance at meetings as demanded by service need and to ensure that the profile of the Medical People Services team is maintained at both sites.

To work flexibly as appropriate to meet critical deadlines.

To act sensitively always in ensuring that the concerns of staff are dealt with, recognising some callers may be distressed and taking the appropriate action.

The post holder will be required to manage occasional and, at times, frequent exposure to distressing or emotionally sensitive situations. This includes supporting staff through welfare concerns, managing long-term sickness absence, and handling complex cases involving redeployment or redundancy. The role also involves leading HR processes such which may involve challenging conversations and emotionally charged circumstances.

A high level of emotional intelligence, resilience, and professionalism is essential, as the post holder will be expected to provide compassionate support while maintaining objectivity and adherence to Trust policies and procedures. They will be required to manage these situations with discretion, empathy, and sound judgement, ensuring that staff are treated fairly and with dignity throughout.

To respond to frequent unpredictable work patterns and interruptions to meet demands and deadlines required by the medical staffing department and Centres. Constant interruptions necessitate constant reassessment of workloads to changing priorities. There is a frequent requirement for prolonged concentration.

To act sensitively at all times in ensuring that the concerns of staff are dealt with appropriately. Occasionally medical staff may become difficult and verbally aggressive when under stress.

To ensure that confidentiality is always maintained.

Responsibility for Patients

Contact with patients will be incidental.

Other duties

Undertake any other duties commensurate with the role take whatever action is necessary to ensure a high level of customer service and maintain the integrity and confidentiality across the resourcing team.



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.



Qualifications

CRITERIA	ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Evidence of continuous professional development Post Graduate Degree qualification in relevant subject or equivalent level of experience, this may include a recognised Leadership & Management Qualification eg CMI level 7 CIPD (Level 7) accredited 	<div>✓</div> <div>✓</div>	<div>✓</div>

Experience and Knowledge

CRITERIA	ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Significant management experience in a large organisation Proven experience in managing team performance, including setting clear objectives and monitoring outcomes Demonstrable ability to lead and develop team members through effective performance management, supervision and appraisals Experience in planning, prioritising, and coordinating the activities of self and others in a dynamic and high-pressure environment with shifting priorities. Working knowledge of ESR, Allocate, and other relevant workforce systems. In-depth understanding of medical locum engagement models, including direct engagement arrangements and procurement frameworks. Experience in delivering and supporting cost efficiency and workforce productivity programmes. Specialist knowledge and practical experience of medical staffing operational arrangements and workforce models. Extensive experience in medical HR or a similarly complex workforce environment, including working with senior clinical leaders and managing multidisciplinary teams. Proven ability to design, implement, and evaluate systems and processes that support the delivery of efficient and effective services. Comprehensive understanding of medical terms and conditions of service, employment legislation, and NHS HR frameworks. Proficient in the use of Microsoft Office and HR/recruitment systems such as TRAC, NHS Jobs, TIS, ESR, and other platforms supporting the onboarding and workforce lifecycle. 	<div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div>	

<ul style="list-style-type: none"> Evidence of contributing to or leading service improvement or organisational change initiatives. Broad experience in medical rostering, including rota design, compliance, and safe working practices. 	✓	
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Skills

CRITERIA	ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Excellent interpersonal skills and the ability to utilise them to communicate effectively, adapting communication style to manage different situations. Ability to work with managers and staff in a busy and changing environment to agree appropriate, effective, and pragmatic solutions to service requirements. Experience of balancing competing priorities with a varied and demanding workload. Excellent verbal and written communication skills. Provide and receive complex or contentious information and present to large groups to enable informed decisions to be made. Experience delivering training or workshops Resilient, adaptable, collaborative, and able to work under pressure Evidence of contribution to national or regional HR initiatives 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓

Other

CRITERIA	ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Ability to work on own initiative, with proactive mind-set and a flexible attitude. Demonstrates the Trust's Values in everyday work. Professional manner, with the ability to deal with confidential and sensitive issues and information appropriately. Ability to adapt to ever changing working environment daily. Contributes to the wider Workforce agenda. Flexible approach to work and willingness to travel to any site in which the Trust operates to meet the needs of the role and service. 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ 	

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; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. 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; and
- 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 colleagues; and
- 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; and
- 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.

- Confidentiality and Security - Your attention is drawn to the confidential 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 - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. 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, to protect yourself and the Trust from any possible 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 continuous personal development including, 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; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

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

- you are familiar with and adhere to the Trust's Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

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 is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is 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.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

Getting to The Royal Shrewsbury Hospital

The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital