

MEDICAL RECRUITMENT SPECIALIST

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 helps managers and doctors write job descriptions and recruitment materials.
- It involves advertising medical jobs online and working with marketing teams to reach more people.
- The person in this role supports hiring from both the UK and abroad, making sure all checks are done properly.
- They keep track of job systems and make sure all records are correct and up to date.
- They help new doctors settle in, including arranging inductions and answering questions before they start.
- They give advice to managers about hiring rules and help make sure the recruitment process is fair and follows NHS policies.

Job Description

Job title:	Medical Recruitment Specialist
Grade:	Band 4
Site:	The Princess Royal Hospital, Telford
Accountable to:	Head of Medical People Services
DBS required:	None

Main duties and responsibilities

- Work with managers, People and OD BP's and Clinical Directors/Leads to develop job packs and recruitment literature for medical posts. To regularly review job description library to ensure job descriptions are kept up to date and improved where necessary.
- Advertise posts on TRAC, NHS Jobs and SATH jobs utilising social media and any other relevant jobs boards. Liaise with marketing and communication teams where appropriate to ensure wide coverage of vacancies using social media and other forms of communication to promote vacancies.
- To be main liaison for permanent agency and international recruitment with the allocated specialties; engaging relevant agencies and managing candidates in through the recruitment process.
- Keep up to date with recruitment legislation and system changes such as TRAC, NHS jobs and ESR.

- Support the embedding of trust values and EDI objectives in the recruitment and selection process.
- To maintain the Medical Establishment ensuring that vacancies are advertised within budget.
- To complete compliance checks for new starters in line with NHS Employment Check Standards; Identity Checks, Criminal Records Checks, Work Health Assessment, Professional Registration and Qualifications, Right to Work and Employment History and Reference Checks. To ensure all new starters are checked against the HPAN alert database.
- To ensure all paperwork and evidence of compliance checks are received in a timely manner and filed correctly into a personnel file.
- To maintain the Medical People Services Compliance Tracker to ensure all doctors and dentists are fully compliant before commencing in post.
- To manage annual and rotational intake of resident doctors; participating in inductions, completing all internal transfer and termination changes and employment checks for new starters prior to their start date. Ensure Occupational Health Teams, IT, Estates and Medical Education are kept up to date with employment checks for main changeover to assist with induction planning and workload.
- Work closely with NHS England to understand vacancies and work with Divisional Managers to provide a highly effective recruitment solution. To cover the full recruitment cycle, from original brief, through to successful hire.
- To act as best practice advisor on medical staff interview panels and provide advice on terms and conditions and recruitment and selection practices.
- Maintain contact with candidates in the recruitment pipeline to ensure a positive recruitment experience from point of offer to employment and support the development of interventions to ensure that candidates have a seamless on boarding experience.
- Assist with pre-appointment queries and assist with the relocation process e.g. setting up bank accounts, assisting with accommodation searches, introducing new starters to their manager and ensuring they have robust joining instructions and induction processes in place.
- To support centres with the risk assessments of DBS or EPP clearance in exceptional circumstances.
- To support divisional centres with the management of fixed term contracts to ensure all staff have extensions or terminations in line with trust policies and procedures.
- To provide cross cover within Medical People Services during times of absence, as and when necessary, to ensure the effective delivery of service.

Workforce Systems

- To be fully conversant with department workforce systems, including ESR, TRAC, NHS Jobs, DBS and Occupational Health portals and other systems and databases as and when introduced.
- To use ESR to provide medical workforce information.
- Use the TIS system and ESR interface to ensure all new starters are sent new starter paperwork in a timely manner and released into ESR prior to their start date.
- To manage applicant records in allocated specialty area to maintain data quality within the ESR system.
- To maintain the ESR system to ensure ongoing compliance of Right to Work, professional registration and DBS in line with trust policies and procedures.
- To maintain the TRAC recruitment system to support management of recruitment KPIs, including but not limited to;
 - Sending jobs for financial authorisation
 - Linking jobs to ESR
 - Advertising jobs
 - Longlisting
 - Sending jobs for shortlisting
 - Arranging, sending invites to and attending interviews
 - Sending conditional offer letters
 - Completing all pre-employment checks
 - Confirming start date
 - Outcoming the job once all steps are completed
- To initiate IATs on the ESR system to support effective and efficient transition of staff from one NHS organisation to another.
- To process all pay affecting/contractual changes for doctors and dentists for the full duration of employment. This includes but is not limited to;
 - Hours changes
 - Grade changes
 - Internal hires
 - Position changes
 - Increment date changes
 - Fixed term end date changes
 - Terminations
 - Partial retirement

Advice and Guidance

- To use own initiative to provide advice, ensuring compliance with the HR policies and procedures and Medical and Dental terms and conditions of service. This includes but is not limited to
- Medical and dental terms and conditions of service

- Local contracts of employment
- Employment law
- Workforce and vacancy information
- Medical establishment
- Employee relations* operational processing **employee relations management will not be relevant to this post*
- To use expertise and knowledge to suggest solutions to workforce issues and advice divisional managers on best practice.

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.
- To ensure that confidentiality is always maintained.

Person Specification	Essential	Desirable
Qualifications	<p>A- Levels or equivalent qualifications</p> <p>GCSE Grade 4/C in Maths and English, or equivalent</p> <p>Evidence of continuing professional development</p>	
Experience	<p>Experience of working within a Recruitment role</p> <p>Understanding of employment law and interpreting terms and conditions of service</p> <p>Experience with onboarding induction activities for new starters</p> <p>Previous recruitment experience within the NHS and or public sector</p> <p>Understanding of employment legislation in relation to recruitment and selection</p>	

<p>Knowledge & Skills</p>	<p>Excellent Interpersonal skills and the ability to utilise them to communicate effectively, adapting communication style to manage different situations</p> <p>Ability to work with managers and staff in a busy and changing environment to agree appropriate, effective and pragmatic solutions to service requirements</p> <p>Experience of balancing competing priorities with a varies and demanding workload.</p> <p>Excellent verbal and written communication skills</p> <p>Ability to collect, collate and analyse information to enable informed decisions to be made</p> <p>Competent user of Microsoft office Software</p>	
<p>Other</p>	<p>Ability to work on own initiative, with proactive mind-set and flexible attitude</p> <p>Demonstrated the Trusts values in every day work</p> <p>Professional manner, with the ability to deal with confidential and sensitive issues and information appropriately</p> <p>Ability to adapt to ever changing working environment daily</p> <p>Contributes to the wider workforce agenda</p> <p>Flexible approach to work with willingness to travel to any site in which the Trust operates to meet the needs of the role and service</p>	

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.

