

OFFICE MANAGER AND PA TO CORPORATE NURSING

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

- Provides high-quality administrative and secretarial support to the Deputy Chief Nurse and Corporate Nursing Workforce and Education Team.
- Manages busy diaries, email inboxes, meetings and committees, ensuring work is organised and deadlines are met.
- Prepares agendas, takes detailed meeting minutes and distributes papers and reports in a timely manner.
- Acts as a key point of contact for staff, senior leaders and external organisations, handling information professionally and confidentially.
- Leads and supports the Corporate Nursing administration team, helping to maintain an efficient and effective service.
- Oversees staff rostering and administrative systems, using initiative to solve problems, improve processes and support the wider Corporate Nursing Team.

Job Description

Job title:	Office Manager and PA to Corporate Nursing
Grade:	5
Site:	The Royal Shrewsbury Hospital
Accountable to:	Deputy Chief Nurse
DBS required:	No

Job Purpose

To ensure the provision of a comprehensive administrative and secretarial support service to the Deputy Chief Nurse, Senior Corporate Nursing for Workforce and Education Team including the management of mailboxes, diaries and provide a full administrative service to meetings/committees, taking and preparing agendas, comprehensive minutes and the collation and timely distribution of papers. This includes providing administrative cover for all of the corporate nursing administrative team during their absence.

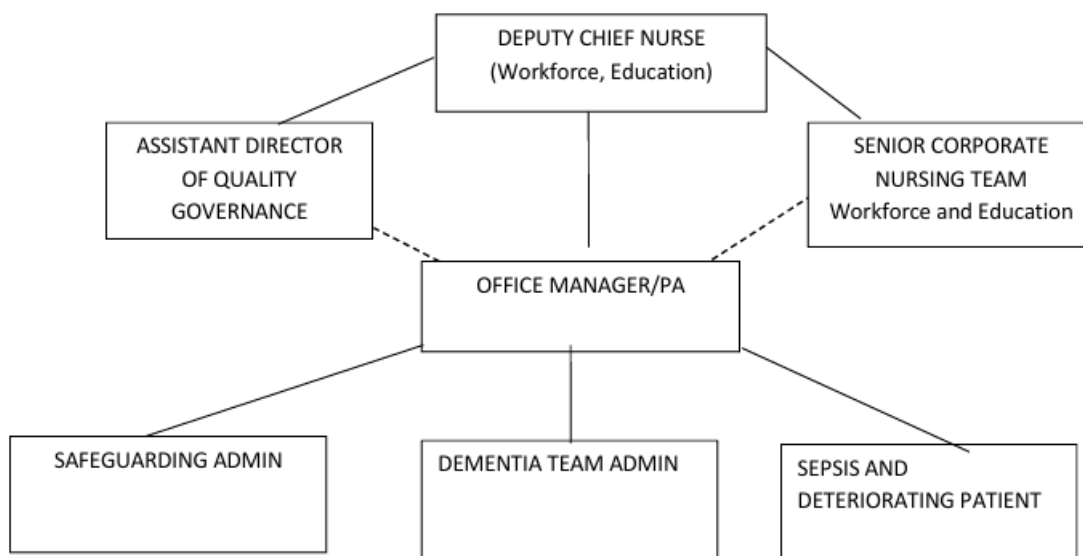
Liaison with other departments and staff including executive personal assistants, directors, senior clinicians and managers and external organisations such as representatives from Integrated Care System (ICS) will be required by the postholder.

Roster management for the whole of the corporate nursing team.

The post-holder will oversee and manage the administration team within the Corporate Nursing Division.

The post-holder will be required to use their own initiative on a daily basis and will also be required to deal with queries on behalf of the Deputy Chief Nurse, Corporate Nursing Workforce and Education and wider corporate nursing team whilst maintaining multiple diaries. They will be expected to be proactive in suggesting ideas for improved efficiency and performance and to take the initiative both individually and for the team they support. The role requires a high degree of initiative and the capability to anticipate and respond to dynamic management requirements. Due to the nature of the work involved, diplomacy and confidentiality are an essential aspect of this role.

Organisational chart



Key working relationships

- **Internal:** Director of Nursing, Deputy Chief Nurse, Medical Director, Quality Governance Team, Corporate Nursing Teams, Divisional Senior Nursing Teams
- **External:** Staff from regulatory bodies, ICS, NHSE/I

Main Duties and Responsibilities

Communication and Relationship Skills:

- There is a requirement to provide, receive and exchange complex, confidential, sensitive or contentious information with others, requiring tact and diplomacy, where persuasive, negotiating skills are required
- There is a requirement to communicate complicated information to other departments and external contacts
- Responsibility for handling telephone and other communications with sensitivity and confidentiality using personal judgement and acquired knowledge to assess each situation and to deal with accordingly and liaising with external organisations
- To ensure systems are in place to deliver a high standard of communication to build and maintain good relationships
- Communication with both internal staff including Executive Personal Assistants, Directors, Operational Managers, Senior Clinicians, as well as external representatives from NHSE/I, ICS.
- Act as the first point of contact for all communications for the Deputy Chief Nurse and Senior Corporate Nursing Team and deal with all such communications appropriately including exchange of sensitive information
- Respond to all queries, correspondence and telephone calls coming into the office in a timely and professional manner. Initiate action where possible and report progress as appropriate. Employ judgement to ensure that messages and actions are prioritised and brought to the attention of the Deputy Chief Nurse and Senior Corporate Nursing Team Workforce and Education with any relevant supporting information
- Receive and screen all incoming mail, obtain relevant background information. On behalf of the Deputy Chief Nurse and Corporate nursing workforce and education team prepare/commission draft responses as necessary, identifying appropriate action or referral. Initiates follow up action where necessary
- Monitor and managing information and proficiently coordinating with the Deputy Chief Nurse and Senior Corporate Nursing team, ensuring briefings and follow up actions take place to meet deadlines
- Efficiently manage the diary of the Deputy Chief Nurse and senior corporate nursing workforce and education team members prioritising meetings/appointments as necessary, ensuring sufficient work/reflective time
- Managing and signposting various letters, being privy too highly confidential information requiring meticulous management of this information requests/correspondence when liaising with the Deputy Chief Nurse and Senior Corporate nursing team

Knowledge, Training and Experience

- Knowledge of a full range of administrative and organisational policies and procedures acquired through training and relevant experience
- Knowledge of a full range of secretarial procedures and knowledge of software applications
- As required take comprehensive minutes from Committee and Forum level meetings ensuring these are transcribed and distributed in a timely way
- To monitor the inbox of Senior Corporate Nursing Workforce and Education team members inbox, highlighting as appropriate deadlines for action and/or response
- To manage multiple diaries, ensuring urgent priorities are met and appropriate times made available during the week to enable the meeting of commitments
- To screen request for meetings/discussions ensuring appointments complement the current priorities. To ensure regular appointments are maintained within the diary, i.e 1:1 meetings and appraisals

Analytical and Judgemental Skills

- Range of facts and situations requiring analysis including skills required for investigating a variety of issues and proposing solution, dealing with complex enquiries
- Prioritisation of work which includes resolving conflicting diary appointments and schedules
- Use own judgement skills to ensure delivery of key tasks/workstreams based on priority and service impact
- Exercise judgement when dealing with staff, patients, external contacts and clients
- Monitoring issues and risks to ensure achieving against project aims, objectives and milestones and escalating appropriately
- To oversee the management and collation of various dashboards in the Corporate nursing team including deteriorating patient, safeguarding and pressure ulcers
- To prepare draft reports for the DCN in relation to dashboards
- Work with the Nursing Workforce and Education team to develop and manage the associated nursing dashboards

Planning and Organisational Skills

- Organise meetings and take minutes on a regular basis and organise the diaries of others
- Responsible for planning and organising own time, managing filing systems and the planning of conferences/workshops/events
- The postholder will be responsible for collating agendas and papers for board subcommittees /forums and will be required to take and transcribe comprehensive minutes, ensuring they are prepared in a timely way
- To prepare and administer for relevant Committees included in the Workforce and Education Portfolio and other Senior Nurse portfolios (Assistant Director of Nursing for Quality Governance), such as Nursing, AHP and Facilities Workforce Committee, Nursing Incident Quality Assurance (NIQAM) and Review, Action and Learning Incident Groups chaired by the Medical Director and Director of Nursing, ensuring agendas set, investigation reports and papers submitted, timely minutes and action logs

Leadership and Management

- Provide line management to the corporate nursing administrative team including safeguarding, dementia, deteriorating patient, and mental health teams ensuring high quality services to support these team across the Trust.
- Undertake performance and development reviews with the team, ensure regular 1:1s with the team, staff appraisals and return to work for the administration team.
- Work in conjunction with the HR team to manage any issues of performance of capability or ill health in the administration team
- Ensure that any disciplinary matters are handled correctly and objectives, guidelines procedures are followed for the administration team
- To be responsible for the accurate recording of staff absence, sickness, annual leave, training, additional hours worked, change forms and the e-roster workforce management system.
- Act as a key resource for matters relating to the e-rostering for the whole of the Corporate Nursing team
- Authorised signatory, small payments including petty cash, timesheets
- Monitor budgets or financial initiatives

Responsibility for Policy / Service Development

- Implements policy and proposes changes to practices and procedures for own area

- To work as part of the administration team to ensure efficient service delivery and good use of time / resources. To support the implementation of office and secretarial practices to continually improve service delivery.
- The postholder will be required to take comprehensive minutes for board subcommittees / forums as required; on occasion this may be at short notice to support the delivery of the Trust's objectives.
- The postholder will assist with the timely resolution of verbal complaints, as well as have involvement in the formal complaint process in line with the Trust's Policy and Procedure for the handling of complaints.

Responsibility for Information Resources

- Takes and transcribes comprehensive formal minutes; is a fundamental part of duty.
- To manage a complex mailbox and diary ensuring that actions which are required are prioritised
- Advanced use of Microsoft packages including Outlook, Word, Excel, Powerpoint etc.
- Regular requirement to create reports, documents, presentations

Freedom to Act

- Clearly defined occupational policies, work is managed rather than supervised
- Works autonomously, but can seek advice when necessary

Physical, Emotional and Mental Demands of the Post

- Combination of sitting, standing, walking
- Light physical effort
- Frequent concentration
- Work pattern can be both predictable and un-predictable
- Concentration required for creating reports, project plans, issues and risk logs, formal minutes
- Able to cope with interruptions whilst in periods of concentration
- Occasional / frequent distressing or emotional circumstances
- Staff performance issues, dissatisfied patients / clients
- Dealing with complaints

Working Conditions

Will be working with a computer screen under office conditions throughout a large portion of the day in a busy office.

Professional Development

- To take every reasonable opportunity to maintain and improve personal and professional competence.
- To participate in annual appraisal process, personal objective setting and review, including the creation and achievement of a personal development plan.

General

- To work with guidance from senior corporate nursing team, seeking advice and support as required.
- To produce written and verbal reports and information of varying levels of complexity for the Corporate nursing team.
- To be responsible for accurate and timely administration using both written and computerised equipment for all training related activity.
- To be responsible for managing and prioritising own workload and have the ability to respond appropriately to frequent and unpredictable requests for support, advice and guidance

Communication

This job description is a summary of the main responsibilities and is not intended to be an exhaustive list of duties or tasks. It will be subject to an initial review with the postholder within the first 12 months and thereafter from time to time and may be amended to reflect changes in the Performance Management Division. The Department is predominantly based at Shrewsbury Business Park but the postholder will also be required to work at the Royal Shrewsbury Hospital and Princess Royal Hospital

Person Specification

	Essential	Desirable
Qualifications	• Business Administration NVQ qualification • OCR/RSA III word processing or NVQ Level 3 or equivalent experience • Evidence of continuous professional development	• ECDL / Microsoft package qualification Audio transcription & shorthand qualification
Experience	• Experience of using GATHER • Relevant experience in a similar admin and/or personal assistant role including managing complex diaries. • Demonstrable experience of dealing with matter of a highly sensitive/confidential nature in a competent and aware manner • Previous experience working in a Health Care environment. • Experience in providing a full administrative service to formal meetings and committees. • Experience of managing and collating data • Experience of managing a team • Comprehensive minute taking	• Experience of drafting/preparing letters/memos on behalf of senior staff

Knowledge and skills	• Comprehensive up to date knowledge of Microsoft Office packages. • Knowledge of a full range of administrative and organisational policies and procedures acquired through training and relevant experience • Knowledge of the NHS • Excellent organisational skills, including diary and telephone. • Ability to prioritise effectively. • Understanding of confidentiality and data protection • Experience of managing systems for rostering • Effective communication skills both written and verbal	• Ability to find creative solutions to problems, ability to adapt to changing situations and develop solutions to meeting changing priorities
Other	• Effective communication skills both written and verbal. • Ability to work without supervision and demonstrate initiative. • Ability to work in a demanding, pressured environment. • Ability to manage large volumes of work with very fast turnaround. • To promote a good team working	

	philosophy and develop credibility with colleagues and members of wider professional groups • Flexible and responsive approach	
--	--	--

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 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.

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.



