

SUPPORT ROTA COORDINATOR

Candidate Pack



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. Our goal is to make the application process more accessible and inclusive for everyone.

- This job helps manage the work schedules for doctors in Emergency and Acute Medicine.
- You will work closely with the Rota Co-ordinator and other teams to make sure there are always enough doctors on duty.
- You will help organise cover for shifts, keep records up to date, and talk to doctors and managers to solve any problems.
- Good planning, attention to detail, and strong communication skills are important.
- You will also help new doctors get started and make sure all staff have the right training and paperwork.

Job Description

Job title:	Support Rota Coordinator
Grade:	NHS AfC Band 3 progressing to NHS AfC Band 4
Site:	RSH
Accountable to:	Emergency Centre Operations Manager/Rota Coordinator
DBS required:	No DBS required

Main Duties

- In the absence of the Rota Co-ordinator, act as point of contact for all teams for advice on medical staffing vacancies, both short and long term. The post holder will use their knowledge and expertise of managing medical rotas to identify issues and provide solutions to rota issues. The post holder will be expected to plan ahead in order to reduce the number of urgent vacant shifts.
- To work with the Rota-Co-ordinator in relation to the provision of locum cover for Doctors in the Emergency & Acute Medicine Departments, working with the Consultant's Secretaries in getting approval for CVs to allow Medical Staffing to progress with agencies.
- Liaise with all teams to ensure vacancies are covered as efficiently as possible. Contact doctors directly if any urgent cover required, including

calls/emails/sending group texts. This will involve the use of judgement to negotiate hours of cover with medical staff along with liaising with the relevant Consultant.

- With the Rota Co-ordinator, establish and maintain effective administrative systems and processes between Medical Staffing, HR, and Payroll. Manage frequent change within these systems and update the Medicine Division Management Team and relevant Consultants on progress of the systems and processes.
- Support the Emergency Centre Operational Team in progressing vacant posts. Investigate the causes of any delays and action further with the appropriate staff to find resolution.
- Work with the Consultant staff to attempt to fill temporary vacancies and support them and the operational team in identifying longer term solutions to gaps within the doctor rotas.
- To receive and respond effectively to annual leave and study leave requests from all grades of doctors ensuring the sign off process is followed. The post holder will be required to keep a record of annual leave allowance and study leave budgets via Medic on duty on a daily basis.
- Present issues to the relevant Consultants and Operational Manager when required
- Develop and maintain a system to ensure all staff within Emergency Centre Medical workforce are compliant with both Statutory and Mandatory training, ensuring the Trust Compliance reports reflect the current status.
- Monitor sickness and complete relevant paperwork in readiness for return-to-work interviews with support from Emergency Centre Operational Managers
- Assist the Rota Co-ordinator with the development, co-ordination, and construction of the doctor rotas, including liaising with Medical Staffing re: European Working Time Directive compliance.
- Build relationships with newly appointed doctors prior to start date and liaise with Medical People Services to ensure relevant checks are booked to enable the

production of an induction timetable. The post holder will be required to meet and greet the new Drs as and when required and act as first port of call prior to start date.

- Develop competency sign off documentation with the relevant Consultants and Clinical Areas and monitor sign off to ensure placement on the working rota once completed.
- To travel between sites to establish and maintain good working relationships with all doctors within the Emergency Centre around rota issues and developments.
- Produce reports on rotas and staffing as requested.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • 4 GCSE (C and above) or equivalent • NVQ level 3/HND or equivalent demonstrate experience in admin procedures /IT systems Advance Excel 	<ul style="list-style-type: none"> • Further professional development qualification • Further professional development qualification
Experience	<ul style="list-style-type: none"> • Further professional development qualification • Prioritising, planning, and organising own tasks • Experience of dealing with difficult situations and confrontations • Data entry experience 	<ul style="list-style-type: none"> • Previous experience of rota coordination • Previous experience of working in the NHS • Previous experience of working in a hospital environment

Knowledge and skills	<ul style="list-style-type: none"> • Knowledge of Health and Safety in the Workplace • Proactive Approach • Excellent communication skills (written and oral) • Confidence to communicate with staff at all levels • Ability to work on own initiative • Able to prioritise • Problem solving skills • Good time management • Patient focused • Calm and confident • Conscientious in standard of work produced. • Ability to work under pressure and as part of a team in a demanding environment. • Adaptable to change • Ability to understand and manage rotas. 	<ul style="list-style-type: none"> • Knowledge of NHS policies • Touch Type
Other	<ul style="list-style-type: none"> • The post-holder will be required on occasions to perform tasks outside of the designated department, 	

	<p>therefore flexibility is key</p> <ul style="list-style-type: none"> • Ability to work at all Trust sites • Ability to recognise when to seek appropriate assistance from colleagues 	
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General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health and 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. 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.

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.

