

STERILE SERVICES PRODUCTION MANAGER

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.

- Support the Sterile Services Manager to deliver a safe, efficient and high-quality sterile services operation for theatres, wards, departments and external customers.
- Lead and manage sterile services staff, including supervising daily work, supporting training and development, and helping with recruitment, attendance and performance management.
- Oversee the production, collection, distribution and reprocessing of surgical instruments and equipment, ensuring services meet demand and are delivered on time.
- Maintain high standards of quality, safety and compliance by following NHS, Health and Safety, quality management and regulatory requirements.
- Manage resources, equipment, stock and staffing levels effectively to ensure productivity, value for money and continuous service improvement.
- Monitor performance, identify opportunities to improve processes, and produce reports and records to support effective service delivery and decision-making.

Job Description

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|------------------------|-------------------------------------|
| Job title: | Sterile Services Production Manager |
| Grade: | 6 |
| Site: | Queensway Business Park, Telford |
| Accountable to: | Sterile Services Manager |
| DBS required: | No |

Main Duties

The SSD Production manager will support the Sterile services manager. The postholder assists in the management of staff, plant and other resources of the Sterile Services Unit and is required to provide an efficient and effective Sterile Service to Operating Theatres, Wards and departments within The Shrewsbury and Telford Hospital NHS Trust and External Customers.

The post holder will have operational responsibility for all production related activities within the sterile services unit facility during duty hours or during periods of being on call.

The post holder will be Line Manager to supervisory and sterile services staff and will, whilst on duty, be the personal Line Manager for an identified number of staff within the sterile services unit.

The Production Manager will implement and maintain systems of good practice in accordance with the instructions of the Sterile Services Manager and will ensure that productivity levels are within required defined levels without compromise to quality.

The post holder will communicate with the Quality Assurance Manager on all matters relating to quality and the Quality Management System (QMS) and ensure that staff work in such a way as to achieve required output without compromise to high quality.

The post holder will be required to have familiarity with the QMS in order that systems of production can be designed in such a way as to embrace the requirements and in no way compromise the effectiveness of the QMS.

The post holder will be required to ensure that there is direct compliance of drivers with established company policies, procedures and standards such as enforcement of Transport and Health & Safety legislation and company employment practices.

The post holder will be expected to introduce innovation and management systems to ensure that productivity is continually improved.

The post holder must ensure that the Sterile services unit Facility will be operated in such a way as to comply with (and take successfully accredited to) Regulation 14 of the UK MDR 2002 as required by the Medicines and Health Regulatory Authority (MHRA).

Produce monthly reports on infringements and incidents and bring these faults to the managers' attention. Produce one copy for HR to retain in the employee's file.

3.To be responsible in conjunction with the manager for the production of Sterile Supplies, for their distribution to user departments and for the collection of non-disposable items for reprocessing.

3To assist the manager in ensuring that production, purchasing and distribution are planned to meet forecast needs.

To assist the manager with the maintenance of adequate and cost-effective stocks of sterile supplies materials and instruments and to keep appropriate records.

To ensure that the highest possible standards of quality control are maintained with regard to both locally produced and commercial items as defined within the Quality System.

To co-operate in the design and introduction of new products and processes, to identify opportunities for change and to meet the changing demands brought about by new techniques.

To assist the manager with the maintenance and develop the departments computerised traceability system.

To have responsibility in the management of all grades of staff within the department to ensure that they provide an efficient and effective service of a high standard in terms of quality and output for equipment, instruments and machinery.

To co-ordinate the work of staff, to maintain appropriate work schedules and to make suitable arrangements for covering leave and sickness.

To identify development and training needs and to assist in providing suitable induction, health and safety skills and other training.

To assist in the formulation of the department's budget providing the manager with regular reports on the production elements that need to inform the budget.

To exercise strict cost control in relation to staff and the purchase and use of materials and equipment.

To identify inefficiencies, and to make recommendations about these and to implement necessary changes.

To comply with laid down financial and budgetary policies and procedures.

To keep such records as may be necessary and to provide statistics and other information as required.

To give advice, on and take part in, the testing of new materials and products.

To ensure, in conjunction with the manager and Works Department, a high standard of equipment maintenance and performance, and to maintain adequate records to this effect in accordance with current guidelines.

To ensure that a high standard of tidiness and cleanliness is maintained in all parts of the department.

To assist with the maintenance of an accurate and up-to-date inventory of all equipment within the department.

To take adequate measures to ensure the security of premises, plant and property, and to comply with the laid down security policies and procedures.

To ensure that user demands are met and monitored and that user satisfaction is high.

Maintain and develop a highly skilled, motivated and effective workforce by supporting the training and personal development within the production area to ensure standards are maintained.

Implementation and maintenance of effective production systems that will ensure a high quality and timely service.

Undertake staff training in accordance with approved systems of production and maintain accurate records of training and experience for all staff to ensure best practice and compliance with audit requirements.

Identify and ensure availability of required resources (human and material) in order that productivity is not compromised.

Undertake staff appraisal and facilitate realisation of agreed action plans in order to achieve effective staff development in line with the needs to ensure productivity.

Monitor effectiveness of staff training and effect corrective action where necessary in order to create and maintain a highly skilled and effective workforce.

Be the lead Manager for identified elements of the vocational qualification for Sterile Services staff to ensure the continued development of staff meets the needs of the service.

Ensure that all staff, including visiting contractors, work at all times in accordance with all statutory requirements, policies and procedures.

Undertake training programmes as determined by the Trust in order to keep abreast of new systems, technology and service requirements.

Recruitment of staff from multi disciplines.

Supporting in the HR management within the unit including Grievance and Disciplinary management, absenteeism and productivity.

Ability to command respect and demonstrate leadership to all employees.

To deal with general administrative duties and any other duties.

Organisational

To attend all statutory and other training as required ensuring continued ability to work within the remit of the post.

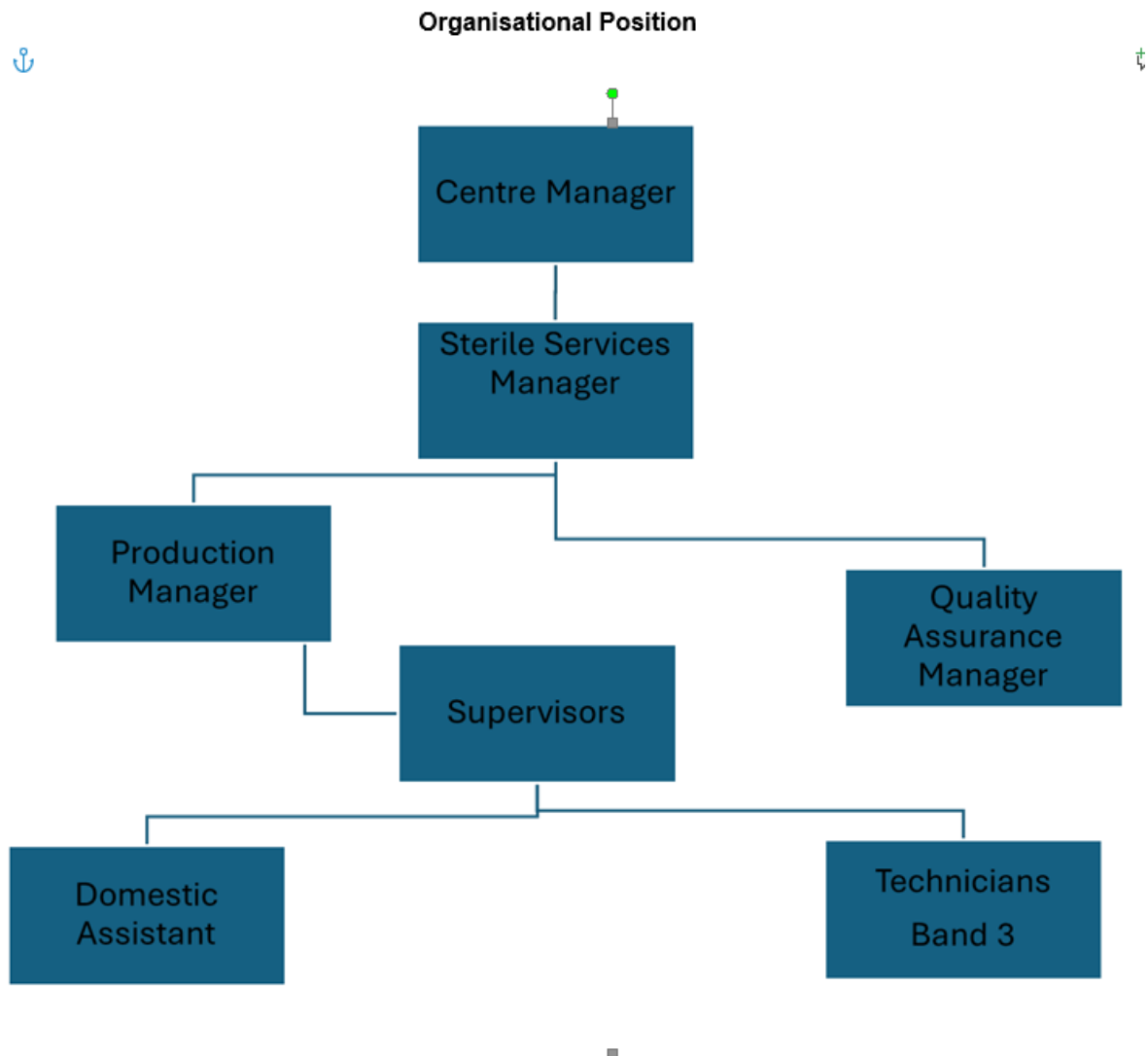
To participate actively as an appraisee in the established system of performance appraisal and development.

To ensure in conjunction with the manager the health and safety of staff and visitors, by providing safe systems, a safe environment, safe plant and equipment and adequate supervision, training and information.

To be aware of and adhere to Trust policies, procedures and guidelines.

To respond positively to service change and development.

In conjunction with the Sterile Services Manager identify areas for future development.



Infection Control

The Trust has designated the prevention and control of infection and the full implementation of the Health Act (2006) as a core component in the organisation's clinical governance, managing risk and patient safety programmes. The prevention and management of acquired infection is a key priority for the Trust. The post holder is required to ensure, as an employee, that their work methods are compliant with

the Trust's agreed policies and procedures and do not endanger other people or themselves. In consequence all employees are expected to:

All staff must be aware of infection prevention and control policies, practices and guidelines appropriate for their duties and must follow these at all times to maintain a safe environment for patients, visitors and staff;

All staff must 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;

Any breach of infection control policies is a serious matter which may result in disciplinary action;

All staff have a responsibility to challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Child Protection

The postholder is expected to carry out responsibilities in such a way as to minimise risk of harm to children, young people and vulnerable adults, promoting their welfare and raising any concerns in a timely manner in accordance with the Trust's policies relating to safeguarding children, young people and vulnerable adults.

General

The duties and responsibilities in this job description are neither exclusive nor exhaustive and will be updated on a regular basis as part of the appraisal review process and may be amended in the light of changing circumstances following consultation with the post holder.

Objectives and personal development plans will be agreed and reviewed annually with the Manager.

The post holder will:

Participate as appropriate in external activities which contribute to the standing, reputation and perception of the Trust.

Adhere to Trust strategies, policies, procedures and extant statutory and departmental guidance.

Take responsibility for personal and professional development supported by the Trust to achieve development needs as appropriate.

Systems and Equipment

8.1 To use competently appropriate equipment within the remit of the post, including Sterile Services and IT equipment.

8.2 To maintain through statutory training the necessary skill in the use of any Manual Handling equipment used on an infrequent basis.

As a named user for the decontamination and sterilisation processes for customers, the post holder will require to have detailed knowledge of, and be responsible for ensuring the acceptable performance of the following services and plant as dictated by technical memoranda and building note / international standards etc. For example:

- High vacuum steam sterilizers.
- Low temperature sterilization
- Multi chamber instrument washer / disinfectors
- Single chamber washer disinfectors
- Ultrasonic washer disinfectors
- Fully compliant (with HTM 01-01 Part D) Cart washers
- ETS / Bowie & Dick test systems
- Properties of steam including dryness fractions
- Moist death curves and principles of sterilization
- Medical Devices Regulations 2002 & BS EN ISO 13485 and the two routes to compliance
- IT tracking and traceability systems
- Computerised productivity and floor management systems

Environmental Systems

- Systems of monitoring environmental standards including;
- British standards for monitoring and control of clean rooms
- Principles of microbiological testing for clean rooms
- Principles of particle sampling within clean rooms
- Understanding of air handling systems for clean room installation.

Person Specification

| | Essential | Desirable |
|-----------------------------|---|--|
| Qualifications | G.C.S.E. level education (or equivalent) in Math's and English Minimum of C.M.S. or equivalent Management qualification STEP Course | An understanding of Health technical memorandum - standards in decontamination Awareness of Health & Safety Requirements |
| Experience | Have completed Local Technical Certification. Prepared to undertake Healthcare Scientist Associate Proven experience of Managing a Quality system E.g. ISO13485:2016 Experience of Work within a Sterile service department working knowledge of managing a tray tracking system Previous Supervisory or Management experience a working knowledge of the following standards. ISO EN 13485 HBN 13 Central decontamination Units HTM 01-01 Part A to E | Qualification Technical Vocational Qualification/National Vocational Qualification in Decontamination |
| Knowledge and skills | Working knowledge of managing an instrument tracking system Experience in the management of <u>Production</u> , within a Compliant decontamination plant. Ability to lead and motivate a team Ability to manage conflict and difficult conversations | Demonstrate an understanding of:- <ul style="list-style-type: none"> • Recruitment and Selection • Managing Sickness and Absence • Staff Training and Development • Managing conflict |

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| | <p>Ability to collect and evaluate data using IT for service development</p> <p>Ability to understand key data needed to inform decisions on equipment within the unit.</p> <p>Able to demonstrate the importance of good customer relations and complaints handing</p> <p>Ability to manage change</p> <p>Good interpersonal skills Good communication skills Able to work well with others and independently. Flexible in working practices Able to communicate written and oral information in a clear form. Able to learn through experience and communicate feedback from others Keen to develop personally and receive training. Able to carry out moderate to intense physical effort throughout the working day. Able to organise and prioritize workload to imposed deadlines</p> | |
| Other | <p>Flexible approach to working hours; the postholder may be required to work rotational shifts, including bank holidays and weekends to meet service requirements.</p> | |

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| | Car owner/ driver or ability to travel across hospital sites | |
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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 & 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.

