

STERILE SERVICES TECHNICIAN

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.

- Work as part of the Sterile Services team to clean, check, sterilise and prepare surgical instruments and equipment so they are safe for patient use.
- Follow clear procedures and quality checks to ensure all instruments are cleaned, assembled, packed, labelled and sterilised correctly.
- Use specialist equipment and computer tracking systems to record items, monitor processes and report any faults or issues.
- Maintain high standards of cleanliness, infection prevention and health and safety, including the correct use of protective equipment.
- Work closely with colleagues, theatres, wards and other departments to provide a reliable and efficient service that supports patient care.
- Help keep the department organised and secure, support new team members when needed, and contribute to the smooth running of the service.

Job Description

Job title:	Sterile Services Technician
Grade:	Band 3
Site:	Queensway Business Park, Telford
Accountable to:	Sterile Services Manager
DBS required:	None

Job Overview

Using departmental procedures and best practice which deliver a timely, efficient and cost-effective service that meets legislative requirements, to provide decontaminated surgical instruments and equipment which are fit for purpose.

Main Duties and Responsibilities

Key Relationships

- Sterile Services Manager
- Sterile Services Production Manager
- Sterile Services Supervisor
- Sterile Services team
- Theatre Staff
- Representatives of Wards & Departments
- Estates Department

Principal Duties

The postholder is responsible for :

- Conducting and recording of checks on all types of processing equipment, and timely reporting of problems / faults.
- Correctly dismantling and checking of instruments / equipment as appropriate.
- The correct use of all types of processing equipment whether for cleaning or sterilisation purposes
- The correct assembly and checking of instruments / equipment as appropriate.
- The correct packing / labelling / sealing of instruments / equipment as appropriate

Soiled Equipment Processing

- Unload collection trolleys in wash room.
- Scan all returned trackable equipment into computer system.
- Check returned sets against checklist and load into washer baskets,
- Report any errors in tray content to supervisor and user department and register in Non-Compliance Register
- Prioritise sets for processing.
- Where necessary, dismantle instruments for thorough decontamination.
- Load soiled equipment into washer/disinfector, select appropriate process and start cycle.
- Check chemical levels and replenish as necessary, wearing appropriate personal protective equipment (PPE)
- Decontaminate transport trolleys and containers after emptying dirty contents.
- Ensure health and safety regulations are adhered to when handling hazardous substances.
- Ensure safe moving and handling techniques are employed when lifting equipment.
- Ensure appropriate PPE is always used in the Wash Room.
- Keep work tops clean and swabbed regularly.

Inspection and Packing Process

- Prioritise sets to be processed.
- Scan sets into computer and produces checklist and tracker label.
- Perform close and careful inspection procedure to ensure instruments have been properly and adequately cleaned.
- Return rejected sets to Washroom for re-processing
- Check set contents against checklist and sign off when complete.
- Confirm function of instruments; re-assemble instruments which have been dismantled for washing and check function; take corrective action if required.
- Identify instruments requiring repair and log into Repairs Record Book

- Remove any single use items from circulation.
- Be familiar with all types of packing materials and methods, and select appropriate processes for packing a set.
- Identify individually packed instruments and pack appropriately.
- Identify limited use items, e.g. laryngeal masks, and dispose at end of life when removed from tracking system
- Operate heat-sealers for bagged items.
- Keep workstations clean and tidy, and stocked with adequate raw materials

Sterilisation Processing

- Carry out warm-up run on autoclaves.
- Carry out autoclave daily Leak Rate test, and interpret the results.
- Carry out daily Bowie Dick test and interpret the results.
- Notify Estates department of machine failures.
- Load items for sterilisation appropriately onto the autoclave carriage
- Use label gun to apply autoclave cycle numbers to tracker labels.
- Select appropriate autoclave cycle.
- Select appropriate machine number on Fingerprint Autoclave module and perform 'Load' procedure.
- Load Autoclave and start cycle.
- Perform end of cycle procedure on completion of process, and unload autoclave
- Check all packs for compliance with safe issuing requirements.
- Remove non-compliant packs, e.g. 'wet' or 'blown' and return to packing room for re-pack
- Transfer sterilised items to cooling area.

Sterile Store

- Transfer sterilised trays from cooling area to transport trolleys/containers and record process using fingerprint despatch module; create despatch note
- Maintain store in a clean and orderly fashion.

General Duties

- Deal with telephone enquiries from users
- Deal with representatives of user departments visiting SSD.
- Assist with the training and mentoring of new staff.
- Ensure department is locked and secured when leaving.
- Attend emergency on-call if required.

Decisions, Judgements and Freedom to Act

- Following the Departmental policies, procedures, protocols and guidelines the postholder identifies and prioritises instruments/equipment for processing, correctly selecting the methods appropriate for each and ensuring that faults / problems are reported to a senior colleague.

- The postholder works as part of a flexible team and organises his/her own time on a daily basis on work allocated by the Supervisor/Manager and supporting other members of the team as appropriate to ensure the smooth running of the service.
- The post holder acts within the Trust's policies, procedures, protocols and guidelines and is accountable for his/her own actions.

Communications and Relationships

- The post holder will be required at all times to adhere to the Trust's confidentiality requirements.
- The postholder will be required to:
 - communicate effectively and work flexibly as part of a team.
 - liaise with customers, either verbally, in writing or electronically (as appropriate)
 - participate in team meetings and make a positive contribution.
 - to make suggestions for quality and process improvement

Physical Skills

- Prepare / check the processing systems in the Sterile Services unit pre-utilisation / post-utilisation
- Correctly dismantle soiled surgical instrumentation for cleaning, utilise appropriate cleaning methods / equipment, inspect cleaned instruments and reprocess, if necessary, reassemble correctly and monitor for faults /discrepancies against checklists
- Utilise additional skill / dexterity for the above processes as applied to delicate equipment eg. ophthalmic instruments, and complex systems e.g. orthopaedic / laparoscopic instruments
- Correctly arrange / pack / label / seal instrument sets according to instrument type and Department procedures.
- Utilise correctly all types of Sterile Services Department processing equipment, ensuring that all appropriate safety measures are employed for the protection of self, colleagues and patients (wearing of protective clothing / changing of filters / selection of appropriate autoclave cycle etc)
- Conduct quality assurance checks on processed instruments / sets to prevent 'failed process' equipment (eg. packs remaining wet after autoclaving, etc) from leaving the Department to be used for patients.
- Basic IT skills for operation of processing equipment and tracking systems

Physical Effort

- Movement of instruments / equipment trays / trolleys, loading and unloading of cleaning / sterilising
- machinery/stock and materials
- Stocking-up of supplies for the packing and labelling of instruments
- Correct use of all types of Sterile Services Department processing appropriate safety measures are and equipment, ensuring that all employed (wearing of protective clothing / changing of filters etc)

Working Conditions

- Contact with body fluids / tissues during the decontamination and equipment.
- Handling of contaminated sharps (dissecting scissors, fine-edged processing of soiled instruments / instruments etc)
- Exposure to chemicals e.g. during processing of instrumentation / equipment
- Exposure to unpleasant environmental conditions e.g. extreme heat / equipment
- Exposure to heavy lifting, e.g. instrument sets in containers, humidity from processing bulk commercially produced goods

Infection Control

- The prevention and management of acquired infection is a key priority for the Trust. The postholder is required to ensure as an employee, that his/her work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or themselves.
- 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.

Person Specification

	Essential	Desirable
Qualifications	<p>Ability to fulfil requirements of induction.</p> <p>Participate with in service training.</p>	<p>ECDL HTM 01-01 User Certificate</p> <p>C&G No 2296 NVQ</p> <p>ISSM NHS Estates</p>
Experience	<p>Understanding of the role of Sterile Services & post applied for</p> <p>Effective communicator</p> <p>Professional manner</p> <p>Ability to undertake physically demanding work.</p> <p>Flexible approach to shift working.</p>	<p>Experience in the role of Sterile Services Technician or similar</p>
Knowledge and skills	<p>Team working skills.</p> <p>Basic IT skills</p>	
Other	<p>Clean, smart, and Tidy.</p> <p>Good timekeeping and Attendance Record.</p> <p>Ability to travel between sites.</p> <p>Ability to learn and adapt to strict Quality Procedures</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.

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- 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.

