

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.

- Help provide important laboratory test results that support patient diagnosis and treatment.
- Carry out a wide range of blood science tests accurately and safely, following clear written procedures.
- Work independently and as part of a team in a laboratory that runs 24 hours a day, 7 days a week.
- Check, validate and authorise test results to make sure they are correct and reported on time.
- Support, supervise and help train students and support staff in the laboratory.
- Take part in specialist training to develop your skills and work towards an IBMS Specialist Diploma.

Job Description

Job title:	Biomedical Scientist (BMS)
Grade:	Band 5
Site:	The Royal Shrewsbury Hospital
Accountable to:	Head BMS through Senior BMS(s) and Deputy Head BMS(s)
DBS required:	Standard

Job Overview

Assist in the provision of a diagnostic service. Perform competently a range of laboratory techniques and procedures in one or more section(s) of the Blood Science Department either singly, or as part of a team, that equate to the training and level of responsibility of a Health and Care Professions Council (HCPC) registered BMS. Supervise support workers, students and other untrained or unqualified staff in the performance of tests according to standard operating procedures. Work flexibly, as part of a team to support the delivery of a 24 hour per day, 7 days per week service. Commence a period of specialism training, culminating in the award of an IBMS Specialist Diploma

Scope and Range

- As a registered BMS your work is governed by the level of training you receive. Once trained and competency assessed, you will be expected to work independently in any section of the Department.

- You are expected to follow defined, written procedures and protocols (S.O.P.s).
- To validate and authorise analytical results in accordance with S.O.P.s
- You are expected to supervise, instruct or train staff to a level defined by your grade.
- You are expected to organise and plan your own work and that of staff under your supervision.
- You are expected to liaise professionally with other staff in Pathology and handle enquiries from external users of the service appropriately; you may be required to provide or receive complex information or provide advice, an explanation of results or instructions.
- You are expected to undergo post-registration training (specifically an IBMS Specialist Diploma) in order to become eligible for a Specialist BMS role.
- You may be required to work at any of the department's three laboratory sites.
- You will rotate through all sections of the department.

Main Duties and Responsibilities

You are responsible for accurate and timely analysis and reporting of a wide range of tests, both routinely and out of hours. Specifically, you will:

- Perform an increasing range of laboratory tests, many of which are of a complex nature.
- Validate and authorise analytical results in accordance with S.O.P.s.
- Perform and monitor internal quality controls and take appropriate action if these are outside acceptable limits.
- Be expected to assist the section lead in the supervision and training of entry level Biomedical Scientists, Assistant Practitioners and Medical Laboratory Assistants.
- You are expected to plan and organise your own area of work, and that of support workers, following defined, written procedures, either singly or as part of a team.
- You will often work independently, including during the core day.
- Maintain accurate records of the work for which you are responsible.
- Constructively comment on and propose changes to SOPs and other laboratory documents as appropriate.
- Be committed to on-going professional development and changes to the service, maintaining an up to date working knowledge of your profession. You must retain on-going registration with the HCPC, and maintain a comprehensive CPD log to that effect.
- Assist in the achievement and maintenance of standards required by United Kingdom Accreditation Service (UKAS), Medicines and Healthcare Products Regulatory Agency (MHRA) and other accreditation schemes.
- You will acquire a good basic understanding of the principles of a Quality Management System.
- Represent Pathology professionally when attending meetings.

- Attend Team Briefings, Staff Appraisals, Statutory Training and other mandatory commitments defined by the Trust.
- Contribute to the general housekeeping and maintenance of the laboratory.

Additional Responsibilities

- Following appropriate training and competency assessment including a viva; you will be expected to participate in the out of hours working rotas of the department, as part of an average 37.5 hour working week - including evenings, nights, weekends and Bank/Public holidays, as directed by the Head Biomedical Scientist or deputy.
- When participating in the out of hours service you will normally participate in a single site rota but may be required to cover absences in other sites shift rotas.
- Whilst working out of hours you will work independently, as part of a team and be responsible for the work required of the department; work patterns may require you to work long periods without being able to take a break.

Systems and Equipment

- You must understand and be able to use competently, the laboratory computer systems for patient test results, and data entry and retrieval, and any piece of equipment specific to your area of work (some of which is highly automated and expensive).
- You are expected to respect, run and maintain the equipment, and understand its principles of operation.
- You are expected to recognise and identify technical anomalies and be able to undertake basic troubleshooting to rectify the problem, according to the training you have received.
- You may be expected to participate in the evaluation and implementation of new equipment
- You understand any quality control procedures that apply to the instruments you use and are able to provide any relevant data in respect of that quality control. This extends to the appropriate recording of test results.
- You will be required to undergo appropriate, specialised training before using certain very sophisticated or highly complex equipment.

Decisions, Judgements and Freedom to Act

As a registered BMS:

- You will recognise the clinical value of your work, and the need for providing accurate results in a timely way.
- Validate and authorise analytical results in accordance with S.O.P.s.
- You will work independently, following competency assessment of an area of work.

- You are expected to plan and organise your own workload and that of support workers, adhering to written laboratory Standard Operating Procedures.
- You are expected to seek advice as necessary, report to and liaise with the senior BMS responsible for your section of work.
- You are responsible for the quality of work you perform, which includes the maintenance of any instrumentation under your care.

Communication and relationships

- You will always observe confidentiality and disclosure of information, in accordance with Trust policy.
- You may have contact with any user of the service, usually by telephone, and be expected to provide or receive complex or sensitive information about a patient's care.
- You will liaise with staff from both within and outside the department as this relates to the area of work to which you are assigned or are considered competent to practice, recognising the constraints of your grade and the extent of your experience.
- You contribute to the supervision, training and mentoring staff as appropriate, including trainees, support workers and students.
- You will work with the senior BMS assigned to your section of work to ensure the operational efficiency of the section remains optimal.

Physical, Mental and Emotional demands of the post

- There is a frequent requirement for light physical effort.
- Precise manipulation of samples/reagents is a regular requirement.
- Prolonged concentration is an occasional requirement, concentration always being necessary whilst handling and processing patient samples and data. Accuracy of data input and analytical performance is vital at all times.
- Unpredictable and rapidly changing work patterns are common – particularly when working outside core hours.
- When working out of core hours your work patterns may require you to work long periods without being able to take a break.
- You would not normally expect to be exposed to distressing or emotional circumstances as a part of your duties.

Working Conditions

- There is frequent exposure to infectious material.
- There is frequent exposure to uncomfortable working temperatures in the summer months, particularly when operating automated equipment.
- There is occasional exposure to solvents and toxic chemicals.
- There is frequent exposure to a high level of background noise when working in the automated section of the department.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • BSc(Hons) in Biomedical Sciences (IBMS approved) or equivalent • Registered with the Health and Care Professions Council (HCPC) • Evidence of Continuing Professional Development (CPD) 	<ul style="list-style-type: none"> • Membership of the Institute of Biomedical Science or equivalent professional body.
Experience	<ul style="list-style-type: none"> • Practical experience of Biomedical procedures in a relevant discipline; gained through a minimum 12 month clinical placement in an NHS environment or equivalent. 	
Knowledge and skills	<ul style="list-style-type: none"> • Theoretical knowledge and practical experience of Biomedical procedures gained through BSc or equivalent. • Working knowledge of Microsoft software. • High degree of manual dexterity to perform intricate tests or procedures. • Good verbal and written skills and ability to communicate effectively with colleagues and patients. • Able to build and maintain good working relationships. 	<ul style="list-style-type: none"> • Knowledge of Pathology IT systems • Knowledge of Quality Management Systems, Quality Assurance and Laboratory accreditation • Understanding of Health and Safety. • Good customer service skills. • Able to adapt and develop new ideas to improve the service

	<ul style="list-style-type: none"> • Able to prioritise workload to meet needs of service. • Able to concentrate for prolong periods of time. • Able to pay meticulous attention to detail and maintain accuracy. • Able to work under pressure and meet deadlines. • Able to work independently and make appropriate decisions. 	
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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.

