

APPRAISAL & REVALIDATION ADVISOR/PROJECT SUPPORT

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 doctors and managers with the Trust's appraisal, revalidation and job planning processes, helping to ensure they are completed on time and meet required standards.
- Maintain and update electronic systems and records, ensuring information is accurate, complete and kept confidential.
- Respond to enquiries from doctors, managers and other stakeholders by providing advice, guidance and practical support.
- Produce reports and analyse data to monitor compliance, identify trends and help inform decision making.
- Deliver training and support to users of appraisal and job planning systems, both individually and in small groups.
- Manage a range of projects and administrative tasks, working independently and with colleagues to improve services and achieve key deadlines.

Job Description

Job title:	Appraisal and Revalidation Advisor/Project Support
Grade:	Band 5
Site:	The Royal Shrewsbury Hospital
Accountable to:	Senior Business Manager to the Medical Director
DBS required:	None

Job Purpose

The post holder will support the Medical Appraisal and Revalidation Manager to ensure Trust wide compliance with appraisal, revalidation and job planning requirements, ensuring that processes are embedded throughout the Trust. The post holder will maintain and update the electronic systems relating to appraisal, revalidation and job planning for doctors, including administration of user accounts, data entry, validation and analysis. This post holder will be required to undertake a range of tasks that require the exercise of initiative within defined limits and will require excellent organisational skills and attention to detail. The post holder must be able to work autonomously while at the same time demonstrating a positive

approach to multi-disciplinary working. The post requires negotiation skills and the ability to handle complex queries in a sensitive manner.

Main Duties and Responsibilities

Specialist Support

- Maintenance of user accounts on the online appraisal, 360 feedback and job planning systems
- Undertake routine checks on 360 feedback assessment accounts and reports, highlighting any issues to the Medical Appraisal and Revalidation Manager.
- Ensure previous appraisal documentation is obtained from the doctor and correctly uploaded to the online appraisal system
- Deal with queries in person, by telephone, and by email from doctors and appraisers regarding
- revalidation, appraisal and 360 feedback.
- Deal with queries in person, by telephone, and by email from doctors and managers regarding job planning.
- High level of attention to detail with accurate data entry and electronic filing
- Use advanced Excel skills to record, monitor, analyse and report compliance for appraisals and job planning
- Keep up to date with national legislation, policy and guidance in relation to appraisal and revalidation, and job planning.
- Process exception reports including requesting from doctors, and ensuring logged for approval by Medical Appraisal Lead/Responsible Officer (RO).
- Assist the Medical Appraisal and Revalidation Manager to coordinate training for appraisal and job planning
- Ensure appraisers and appraisees have appraisal dates, paperwork and correspondence within
- timescale set.
- ☐ Act as a point of contact for the department in relation to Appraisal, Revalidation and Job Planning
- enquiries. This will involve responding to queries and requests as appropriate from a range of
- stakeholders i.e. Medical Director/RO, Medical Appraisal Lead, Divisional Medical Directors, Clinical
- Leads, Centre Managers and Medical Workforce staff. This may require using persuasive skills, tact
- and diplomacy.
- Liaise with external bodies, including other Trusts and Designated Bodies, NHS England, and third party software suppliers of the appraisal, 360 feedback, and job planning systems

- Assist with obtaining, processing, and sending Medical Practice Information Transfer from, and to, other designated bodies.
- Maintain, develop and present progress reports and associated systems.
- Responsible for maintaining own professional development and to be aware of current practices and developments within the Trust and the NHS in order to fulfil the role effectively
- Provide directorate reports and information on a regular basis ensuring high quality format and content so that the Medical Director/RO and Clinical Directors are regularly informed of activity.
- Escalate complex queries and issues of non-compliance in relation to appraiser and appraise participation within the medical appraisal and revalidation process to the Medical Appraisal and
- Revalidation Manager or Medical Appraisal Lead as appropriate.
- Ensure adherence to confidentiality of personal data in accordance with the Data Protection Act
- Provide training and support to doctors on the Trust's appraisal and job planning systems. This might be individually or in a small group, face-to-face or remotely via MS Teams to support and assist their use of the system.
- Provide training and support to new team members of the Medical Directorate as required.

General project work

- Attend meetings as required, taking notes/minutes of the discussion and initiating follow up action with
- appropriate limits of authority.
- Undertake projects involving the gathering of information for collation and analysis, providing management with statistical data to enable them to make informed decisions.
- Plan and organise own portfolio of projects on behalf of the Associate to the Medical Director.
- Successful delivery of own projects on time and within budget.
- Follow-up of specific issues on behalf of the Associate to the Medical Director and proposing solutions where possible.
- Provision of support to other Trust staff as required in delivering projects.
- Maintain stock control of departmental stationery and other supplies.
- Identify ways in which processes may be improved and put forward such proposals for consideration.
- Analyse data, manipulating it to identify patterns and/or discrepancies
- Any other duties commensurate with the grade.
- Support quality and service improvement within the Directorate.
- Use knowledge and experience of MS Office Apps, including Outlook, Word, Excel, PowerPoint, Teams, SharePoint to provide high-quality project support.
- Follow and comment on Trust and departmental policies.

- Contribute to the development of the Job Planning and Medical Appraisal and Revalidation policies, which impact upon other areas of the Trust.

Representing the Directorate and the Trust

- Support the Associate to the Medical Director in establishing effective working relationships at all levels inside and outside the Trust.
- Foster good working relationships with colleagues within the Directorate and the Trust.
- Act as an ambassador for the department within the Trust.

Physical, Mental and Emotional Demands of the Post

- Busy work environment and managing unpredictable workload
- High level of attention to detail with careful administration
- Work flexibly, as appropriate, to meet critical, short term and long term deadlines
- The volume and complexity of work is unpredictable and may vary from day to day.
- Cope with frequent interruptions during periods of concentration.
- Analysis of information in order to identify trends or highlight potential issues.
- Occasional exposure to verbal aggression.

Working Conditions

- To work in normal office conditions, including daily continuous VDU work.
- To travel occasionally between all Trust sites.

Person Specification

	Essential	Desirable
Qualifications	• Degree or equivalent qualification or experience, plus relevant work based experience • Evidence of a commitment to continuous professional development.	• ECDL • Project Management qualification
Knowledge, Behaviours and Experience	• Proven ability to provide senior administrative services • Knowledge and experience of hospital working practices • Ability to deal with confidential and occasionally complex and sensitive matters with diplomacy and expertise. • High degree of accuracy and attention to detail • Ability to manage own workload effectively. • Ability to exercise own judgement and occasionally analyse situations in order to identify a way forward. • Evidence of ability to make decisions.	• Knowledge and experience of using Trust systems • Ability to use relevant bespoke health or Trust IT products such as e-Rostering software or ESR. • Knowledge of appraisal, revalidation, and job planning processes

Skills	• Evidence of advanced keyboard skills. • Advanced skills in the use of Microsoft office software e.g. PowerPoint, Word, Excel, Teams and other IT skills acquired through training and practical experience, including keyboard skills and data manipulation • Excellent communication and interpersonal skills	
Other	• Possible occasional attendance of meetings outside normal working hours • Ability to travel across all Trust sites as required. • Eligible to work in the UK.	

General conditions

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

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;

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

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;

- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trust's Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

