

ASSISTANT TECHNICAL OFFICER

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 Medical Engineering team by helping to maintain, test and repair a wide range of medical equipment used across the Trust.
- Carry out routine safety checks, servicing, calibration and basic repairs to help ensure equipment is safe and ready for patient care.
- Manage the medical device library, prepare new equipment for use, and help remove equipment that is no longer needed.
- Keep accurate records, update equipment databases, and help manage stock, spare parts and technical information.
- Work closely with clinical staff, suppliers and manufacturers to resolve equipment issues and provide a reliable support service.
- Follow health, safety and infection control procedures at all times while working in workshops, wards, clinics and other healthcare settings.

Job Description

Job title:	Assistant Technical Officer
Grade:	3
Site:	The Princess Royal Hospital, Telford, with cross site working
Accountable to:	MES Team Leader
DBS required:	Yes – standard

Job Purpose

- The Assistant Technical Officer is responsible for the day to day support to the Medical Engineering Department function and staff; duties will include provision of the medical device library service, maintenance of a range of basic medical devices and will include the provision of electrical safety testing, routine service/calibration and minor device repair.
- The role also includes a range of administrative support duties including the management of stock and the commissioning of new devices and disposal of redundant equipment.

Dimensions

Part of a multidisciplinary team of medical engineering technicians delivering high quality maintenance support for over 30,000 medical devices Trust wide with an asset value totalling more than £50M

Skills

Communications and Relationships

- Liaise with medical, technical, supplies department and equipment manufacturers regarding technical information regarding equipment maintenance, defects and failures
- Discuss problems and possible resolutions with staff regarding service requirements
- An ability to communicate effectively and professionally with staff, suppliers and customers under all conditions of urgency

Analytical and Judgemental skills required for the post

- Diagnose and repair faults on basic medical equipment using precision tools and calibration/test equipment
- The post holder must be able to diagnose problems safely and make the appropriate decisions in order to carry out repairs, maintenance work. The decision-making process may require choosing from a range of options.

Planning and organisational skills required for the post

- Plans ongoing programme of routine maintenance
- Organise access for portable appliance testing and medical equipment servicing within external medical facilities and internal departments
- Problem solve/analyse a series of events that led to the problem occurring and advise staff on the correct course of action to take
- Assist in the production of service schedules and standard work instructions for equipment covered by the role
- Determine optimum stock levels of spares and ensure they are maintained • Assist in the maintenance of the technical library and stores.

Physical dexterity skills requirement

- Diagnose and repair faults on basic medical equipment using precision tools and calibration/test equipment requiring good levels of manual dexterity
- Assemble new medical equipment
- Have standard keyboard skills.

Key Result areas

Patient / Client Care

- Provides support to clinical technical service
- Carry out calibration, repair and maintenance of basic medical equipment used in the diagnostic and therapeutic treatment of patients
- Maintain medical gas regulators and flow controllers
- Assist in the provision of service and decontamination contract for pressure relief mattresses

Policy and Service development

- To be aware of and comply with the relevant safety regulations, codes of practice and standards concerning the handling, decontamination and administration of medical devices
- Work within and support departmental policies covering all aspects regarding quality of service and health and safety.

Financial and Physical Resources

- Responsible for the safe use of medical and test equipment
- Maintains stock levels, re-orders spare parts and accessories for medical devices
- Responsible for the day-to-day maintenance of physical assets, total value in excess of £100k
- Receipt of new medical equipment and spares, dispatch of equipment to manufacturers
- Source and order spare parts to service a range of medical equipment.

Human Resources

Education

- Ensure own continual development and education in order to maintain knowledge and understanding of current regulations, policies and techniques relevant to the role
- Participate in the technical training of apprentices and students.

Leadership

- When required give guidance to apprentices or students.

Information Resources

- Responsible for accurately recording, documenting and maintaining equipment service records including test results and documentation from manufacturers
- Assist in the maintenance and development of the medical equipment management database
- Maintain the medical device library database

Research and Development

- Undertake audit and surveys as necessary
- Occasionally undertakes equipment trials/testing on new and loan equipment

Freedom to Act

- To be supervised by senior staff however day-to-day prioritisation of work, including scheduled and emergency tasks particularly when away from base.
- To fill in initial invoices for labour and spares fitted for external income generating contracts.
- Responsibility to notify more senior staff with issues surrounding the departmental quality systems and promote a positive team performance

Communication and Relationships

- Verbally to staff of all levels both within and outside of department and reporting to location, area or site managers when carrying out instructed duties

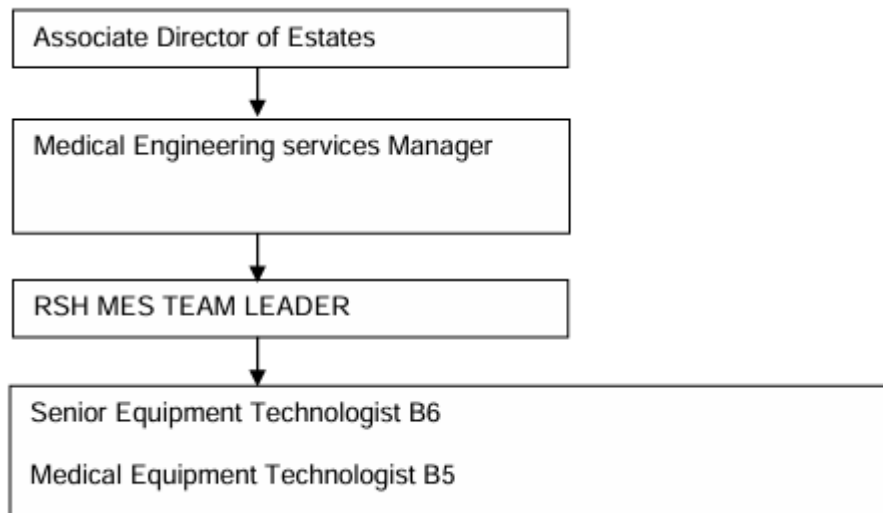
Physical, Mental and Emotional Demands of the post

- Will involve assembly moving and delivery of occasional heavy items. Working in all Clinical areas are required and on occasions visiting critical care areas such as Theatres and ITU, distressing circumstances may be encountered particularly with patient connected equipment and encountering relatives.
- Due to commissioning requirements, there may be times when there are high levels of repetitive tasks to ensure the devices are in an acceptable condition when leaving the department.
- Interruptions are expected, you must be able to prioritise workload and requirements of the Ward/Department
- There is a need to work to a high degree of precision with delicate and sensitive equipment. Often lifting requirement when commissioning or servicing of heavier equipment >15Kgs.

Working conditions

- Within workshops carrying out Light Industrial tasks. Although equipment prior to servicing is subject to decontamination protocol this may not always be achieved.
- Light engineering workshop environment and Office areas, Ward areas, Clinics, Theatres. Frequent visiting to other contracted service Hospitals or Healthcare establishments.
- Requirement to work in areas where there is exposure to hazardous substances (body fluids, anaesthetic agents, and mercury) and may work on equipment with potentially lethal electrical hazards.
- A COSHH system operates within the department area due to service aid chemicals. Although equipment prior to servicing is subject to decontamination protocol this may not always be achieved, so body fluids may be encountered.

Organisational position



Person Specification

	Essential	Desirable
Qualifications	• A minimum NVQ3 or equivalent qualification / experience	• ECDL or recognised IT competency qualification.
Experience	• Experience in an electronic related discipline.	• Experience of PAT testing.
Knowledge and skills	• An appreciation of electrical, mechanical, pneumatic and electro mechanical applications. • Previous experience of working in a maintenance environment, working with tools and equipment, on a range of different equipment providing maintenance services including basic fault finding. • An understanding of the operation and calibration of diagnostic test equipment. • Knowledge of Health and Safety Legislation • Knowledge of Audio Visual Equipment • Good interpersonal skills, in person and by telephone. • Ability to effectively communicate with	• Report writing skills

	NHS staff at all levels. • Good analytical skills. • Computer use including database, word processing, internet and e-mail	
Other	• Ability to work within a team of technicians and readily accept supervision. • Calm under pressure. • Self-motivated. • Positive to change. • Positive to team working. • Respectful of colleagues.	

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.

