

BEREAVEMENT ADMINISTRATION ASSISTANT

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.

- Provide administrative support to the Bereavement and Medical Examiner team to help ensure death certificates are completed accurately and on time.
- Act as a first point of contact for relatives, staff and external organisations, dealing with enquiries by phone, email and in person with sensitivity and compassion.
- Maintain accurate records and data, update electronic systems, and organise documents, files and correspondence.
- Support the Medical Examiner process by preparing information, arranging meetings, taking notes and helping to coordinate reviews.
- Work closely with hospital wards, GP practices, registrars and other services to ensure information is shared correctly and efficiently.
- Help families understand what to expect following the death of a loved one, providing clear information and support throughout the process.

Job Description

Job title:	Bereavement Administration Assistant
Grade:	Band 2
Site:	The Royal Shrewsbury Hospital with cross-site working required at The Princess Royal Hospital, Telford
Accountable to:	Head of PALS & Complaints
DBS required:	None

Job Summary

The post holder will provide administrative assistance and support to the Bereavement & Medical Examiner team to assist in ensuring that Medical Certificates of Cause of Death are issued in line with, departmental, regional and national policy.

Main Duties and responsibilities

- Provide administrative support to the Bereavement & Medical Examiner Services team, to assist in ensuring that Medical Certificates of Cause of Death are issued in line with departmental, regional and national policy.
- Ensure that all incoming correspondence, both written and by e-mail, is opened, triaged, and brought to the attention of the Medical Examiner Officers (MEO) for further action.
- Provide administrative support to the team, including typing letters, data entry on the Datix system, bereavement spread sheet, taking and transcribing meeting notes, creating training materials, filing, scanning and archiving records and making and receiving telephone calls and enquiries.
- On behalf of the MEO, arrange meetings as requested and following liaison with all parties, arrange the venue, a mutually convenient date and time to meet and circulate relevant papers in advance. Where appropriate, take notes/minutes in meetings with staff and patients/families.
- Responsible for inputting accurate data onto the bereavement spreadsheet and the Datix system in a prompt and efficient manner.
- Act as the first point of contact for all internal and external telephone calls to the office. If required signpost callers to the appropriate service. Ensure that a written record is made of all calls relating to concerns and complaints and that the relevant staff within the team are informed.
- To liaise with ward staff to ensure deceased records are brought to the Bereavement/Medical Examiner Office so that prompt medical examiner review can go ahead and completion of the death certificate.
- To complete initial data entry on Medical Examiner scrutiny in preparation for the MEO to complete their preparatory review.
- To report Covid-19 related deaths to NHS England under the authority of the Lead MEO and MEO.
- To contact GP surgeries to inform of their patient's death.
- Keep the bereaved informed by providing a full overview of the Medical Examiner Service so they know what to expect from the service in the coming days following a relative's death. Subject to departmental procedure provide the MCCD to the Registry Office by scanning it in and sending it over to their service in a secure format.
- Arrange to issue the death certificate to relatives with any belongings held offering any support required. (**Currently suspended**)
- Where possible arrange appointments with the bereaved to register the death at the Royal Shrewsbury Hospital with the Registrar who works from that site. (**Currently suspended**)
- Ensure all health records are tracked using the Patient Document Tracking system.
- Accurate copying of relevant notes and documents.
- Organise and maintain an efficient and up to-date filing system and ensure that letters, reports and e-mails are filed appropriately.

- Organise and maintain Bereavement folders and associated documentation.
- Maintain stock control of departmental stationery and other supplies.
- Assist the Bereavement & Medical Examiner team in compiling reports, undertaking surveys, audits and other projects relevant to the department.
- 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.
- Role model for the Trust's values and behaviours.
- Provide any other support as may reasonably be required by the Bereavement & Medical Examiner Service Manager or Head of PALS & Complaints

Limits of authority

- The post holder is responsible for planning and undertaking their own workload, dealing with queries and making decisions using departmental procedures. Supervision and advice is always available and any issues of concern may be referred to the Bereavement & Medical Examiner Service Manager, other member of the Bereavement & Medical Examiner Team, or Head of PALS and Complaints
- The post holder will deal with enquiries in person, by telephone and electronically, and will liaise with all levels of staff within the Trust, with relatives and external stakeholders.
- The post holder will communicate routine information to managers, staff, and relatives requiring persuasive skills, tact, diplomacy and compassion

Systems and Equipment

- To use normal office equipment.
- To be competent in the use of a range of electronic information systems and tools and Microsoft Office applications.
- Manage multiple tasks efficiently in a complex, changing, and at times challenging environment.
- Communicate appropriately with a range of people at different levels of the organisation.

Physical, Mental and Emotional Demands of the Post

- To interpret a range of information, some of which may be conflicting and complex, during the handling of cases that are reviewed by the Bereavement & Medical Examiner Service
- To 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.
- The post holder will be exposed to distressing or emotional circumstances when dealing with written and verbal communication from relatives and reviewing health records whilst preparing cases for the MEOs.
- To cope with frequent interruptions during periods of concentration.

Working Conditions

- To work in normal office conditions, including daily, continuous VDU work.
- There will be a requirement to travel between all Trust sites.

Person Specification

	Essential	Desirable
Qualifications	• Educated to NVQ level 3 or above or equivalent demonstrable experience • ECDL or equivalent IT and keyboard skills	
Experience & Knowledge	• Previous experience of working in a secretarial or administrative role • Previous experience of working in a customer focussed role • Experience of using word, excel, databases and PowerPoint	• Experience of working in the NHS • Experience of audio typing • Knowledge of medical terminology
Skills & Ability	• Excellent interpersonal and communication skills; able to communicate sensitive information relating to patients with empathy and where there may be barriers to understanding • Ability to deal with conflicting demands ensuring that key priorities and deadlines are met through effective time management	

	• Ability to prioritise own workload • Well-developed IT skills including the use of databases, Excel, PowerPoint • High level of accuracy and attention to detail • Able to work cohesively within a small team across interdependent services • A positive 'can do' attitude and a receptive attitude to change • A passion for improving the patient experience • Tact and diplomacy • Resilient and able to support staff with challenging and upsetting situations	
Other	• Ability to travel across the health community, as required	

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.

