

CLINICAL SYSTEMS SUPPORT FLOORWALKER

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 friendly, hands-on support to staff using new clinical computer systems across hospital and community settings.
- Help colleagues use digital systems safely and confidently by answering questions, giving guidance and reinforcing training.
- Identify and resolve routine system issues, escalating more complex problems to the appropriate support teams when needed.
- Work closely with trainers, digital teams and operational staff to ensure a smooth introduction of new systems and ways of working.
- Keep accurate records of support provided, common issues and improvement opportunities to help develop services and staff knowledge.
- Build positive relationships with staff at all levels, supporting them through change while maintaining patient confidentiality, data security and safety standards.

Job Description

Job title:	Clinical Systems Support Floorwalker
Grade:	NHS AfC: Band 4 (A4C pending)
Site:	The Shrewsbury Business Park
Accountable to:	Clinical Systems Trainer
DBS required:	Yes, Standard DBS

Job Purpose

The Clinical Systems Support Floorwalker provides visible, practical frontline support to staff during the implementation and optimisation of clinical systems across Shrewsbury and Telford Hospital NHS Trust and the wider Group, including Shropshire Community Health NHS Trust. The post holder helps staff adopt new digital workflows safely and effectively by offering on site and remote guidance, resolving routine issues, reinforcing training, and escalating more complex problems through agreed support routes.

Main Duties and Responsibilities

- Attend training and briefing sessions to gain and maintain a working knowledge of the clinical systems being implemented, associated workflows, downtime arrangements, and local support processes.
- Give on-the-spot guidance and light-touch refresher support to staff who need help using system functionality, navigation, equipment, or revised digital workflows.
- Provide floorwalking support across inpatient, outpatient, community and other operational areas, offering practical assistance to staff as they use new or changed digital systems in live care environments.
- Conduct regular walkarounds and proactively identify staff who may require support, coaching or reassurance during go-live and stabilisation periods.
- Respond promptly and professionally to user queries, using troubleshooting guides, training materials and local knowledge to resolve routine issues safely and efficiently.

Clinical Systems Support Floorwalker

- Maintain accurate logs of queries, incidents, themes, resolutions and outstanding actions to support handovers, reporting, service improvement and knowledge base development. As an employee of the Trust you have a responsibility to:
- Assist with the coordination of practical arrangements needed for floorwalking activity, including room or resource booking, communication of support availability, and preparation of materials where required.co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- Work closely with project teams, trainers, operational staff and digital colleagues to ensure consistent messaging, a coordinated support offer, and timely feedback on implementation risks or emerging issues. Not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.
- Communicate technical or process information clearly to non-technical staff, adapting language and approach to suit clinical, administrative and managerial audiences.
- Build positive working relationships with staff at all levels, including senior clinicians and managers, and support adoption of new systems and workflows in a calm, patient and constructive manner.
- Use judgement and tact when supporting staff who may be anxious, under pressure or resistant to change, helping them understand the purpose and safe use of digital systems.
- Undertake any other reasonable duties commensurate with the grade of the post and consistent with the purpose of the role.

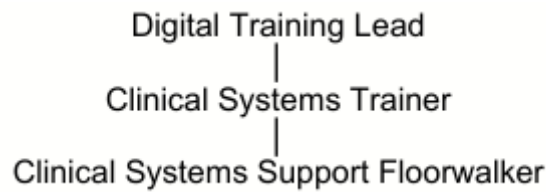
- Support the identification of further training, configuration, process or communication needs arising from floorwalking activity and pass these to the relevant team. Ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- Maintain confidentiality, information governance, data security and accurate record keeping in line with Trust policies, NHS standards and legal requirements.
- Work flexibly across Trust and Group locations, including ward and community environments, and contribute to service delivery during busy and changing implementation schedules.
- Take responsibility for own mandatory training and continuing professional development relevant to the role.
- Undertake any other reasonable duties commensurate with the grade of the post and consistent with the purpose of the role.

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:

- 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
- Work flexibly across Trust and Group locations, including ward and community environments, and contribute to service delivery during busy and changing implementation schedules.
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and on-going continuing professional development; and
- Take responsibility for own mandatory training, system updates and continuing professional development relevant to the role.
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Organisational Chart



Responsibility for Staff

The post holder does not have formal line management responsibility. They will, however, support colleagues and users through coaching, guidance and light-touch refresher training during system implementation and adoption.

Information Governance

Responsibility for patients/clients: The post holder supports staff whose work directly affects patient care and will often work in close proximity to patients and service users in live care settings. The role does not deliver clinical care but must always work in a manner that protects privacy, dignity, safety and confidentiality. 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.

Responsibility for resources: The post holder will use Trust IT equipment and may assist with the safe handling and appropriate use of digital devices and related resources. The role is not a budget-holder and has no responsibility for authorising expenditure.

Responsibility for administration: The post holder is responsible for keeping accurate records of floorwalking activity, issues, escalation actions, schedules and handovers, and for contributing to reports or updates required by the implementation team.

Confidentiality and Security - Your attention is drawn to the confidential 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.

Strategic and service responsibilities: The post holder contributes to the successful implementation and optimisation of multiple clinical systems across SaTH and the wider Group by feeding back user issues, risks, themes and improvement opportunities to relevant teams.

Areas of specialism: The role requires a sound working knowledge of clinical systems and digital workflows relevant to supported implementations, together with the ability to explain system processes clearly to a wide range of users.

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.

Organisational skills: The post holder must organise and prioritise workload across busy and changing environments, respond to competing demands, and work to implementation schedules and agreed timescales with limited supervision.

Communication and working relationships: The post holder will have frequent contact with clinical staff, administrative staff, managers, senior clinicians, trainers, digital teams, project staff, service desk colleagues and, where relevant, suppliers. Communication will be face to face, by telephone, email and virtual platforms, often in fast-paced live operational settings.

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; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
- participate in the Trust's appraisal processes

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:
 - o you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - o you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

Equality, Diversity and Inclusivity

- Create a culture of equality, diversity and inclusivity by personally embedding these factors into everyday working life.
- Report any behaviours or acts that may be discriminatory

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.

Person Specification

	Essential	Desirable
Qualifications	Educated to NVQ Level 4, HNC, equivalent qualification, or equivalent level of knowledge and experience gained through relevant work. Evidence of continuing professional development.	Qualification or training in IT, digital systems, training, customer service or project support
Knowledge, Behaviours and Experience	Proven experience of supporting staff or customers in a busy service environment. Experience of working across professional boundaries and with staff at different levels. Demonstrable digital literacy with intermediate competence in Microsoft Office applications. Experience of providing practical support, guidance or coaching to others. Ability to work as part of a team supporting change or service improvement. Understanding of the importance of confidentiality, information governance and	Experience of floorwalking, go-live support, training support or systems rollout activity in an NHS or healthcare setting. Experience of working in clinical, administrative or operational NHS environments. Experience of using or supporting clinical systems. Awareness of NHS operational workflows and the impact of digital change on frontline services.

	accurate record keeping	
Skills	• Excellent verbal and written communication skills. Ability to explain technical or system information clearly to non-technical users. Good listening and interpersonal skills. Ability to learn new systems quickly and apply knowledge in practice. Strong organisational skills and the ability to prioritise competing demands. Ability to analyse routine problems, use judgement and know when to escalate. Ability to maintain accurate records and document issues clearly. Ability to work calmly and effectively under pressure. Strong team-working skills and ability to work independently when required. Patience, flexibility, tact and a supportive approach to users. Ability to build productive working relationships with clinicians, managers and administrative staff.	• Experience of using incident logging, ticketing or knowledge base systems. Ability to contribute to floorwalking schedules, implementation planning or reporting.

	• Able to work across multiple sites and care settings. Able to stand and walk for significant periods during floorwalking activity. Willingness to work flexibly in line with project and service requirements. Commitment to mandatory training and ongoing development.	
Other	• Commitment to Trust values, equality, dignity, inclusion and high standards of customer care.	• Full UK driving licence and access to transport for travel across Group locations. • Awareness of wider NHS digital transformation priorities and benefits realisation.

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.

