

CLINICAL THEATRE MANAGEMENT SUPPORT OFFICER

Candidate Pack



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. Our goal is to make the application process more accessible and inclusive for everyone.

- This role supports the Theatre Manager and team by helping with important office tasks.
- You will help organise meetings, manage diaries, and keep records up to date.
- You will help with hiring new staff and making sure training and paperwork are in order.
- You will work with lots of different people to help the theatre team run smoothly.
- You will need to be organised, good with computers, and able to work well with others.
- You may need to work at different hospital sites and be flexible with your tasks.

Job Description

Job title:	Clinical Theatre Management Support Officer
Grade:	3
Site:	The Royal Shrewsbury Hospital
Accountable to:	Theatre Manager
DBS required:	None

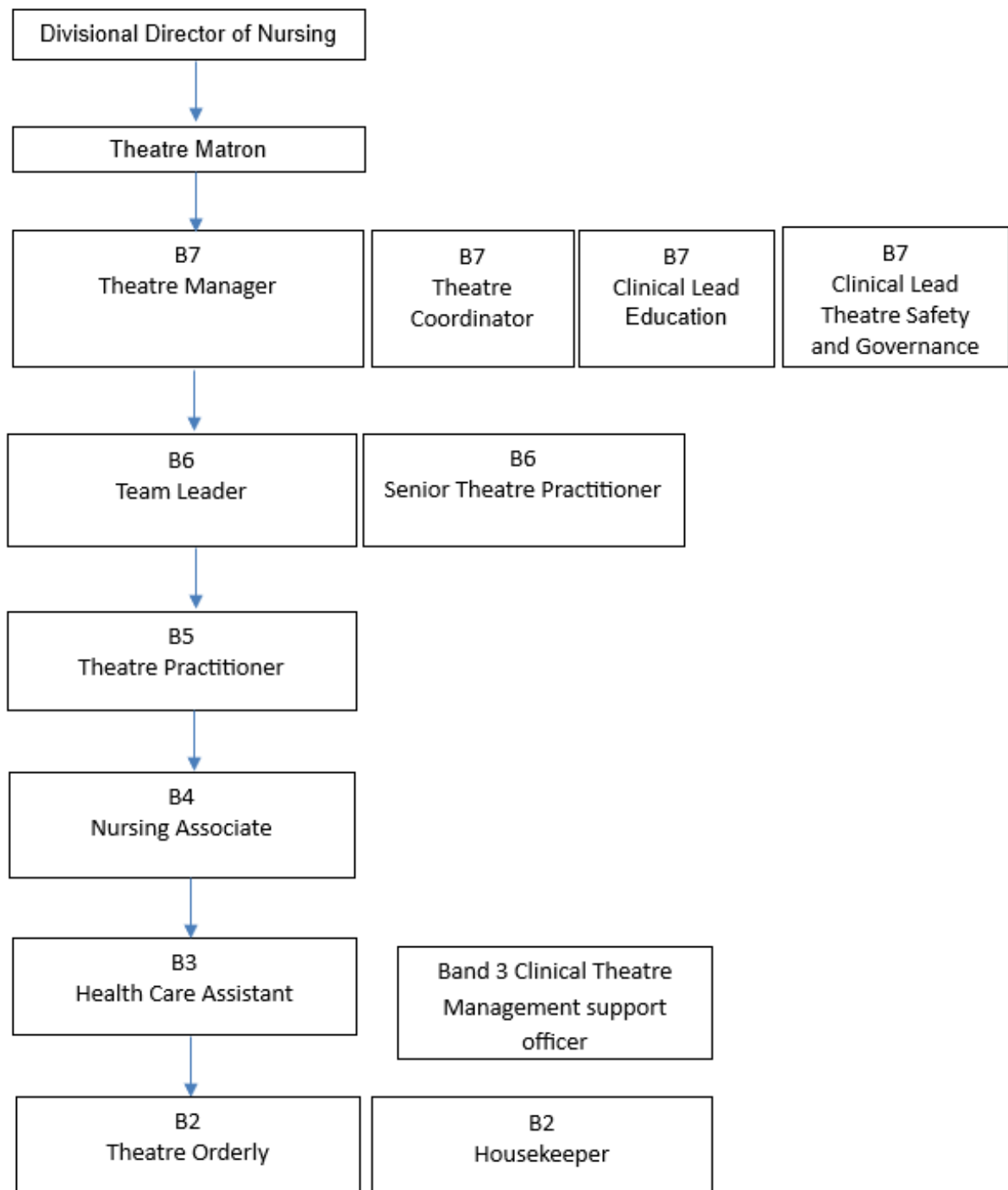
Purpose of the post:

The Clinical Theatre Management Support Officer will play a pivotal role in delivering comprehensive administrative and organisational support to the Clinical Theatre Management Team. This position is essential in ensuring the seamless operation of theatre services by managing key administrative processes and enabling clinical teams to focus on delivering high-quality patient care.

Supporting the management of a large multidisciplinary workforce of approximately 170 theatre staff members, the post holder will work closely with senior theatre managers, clinical leads, and other stakeholders to coordinate critical administrative functions. This includes facilitating effective communication across teams, supporting HR, and staffing activities, and ensuring robust compliance with internal governance, quality standards, and operational policies.

The role demands a proactive, detail-oriented individual who can balance competing priorities, contribute to service improvement initiatives, and uphold the smooth running of theatre operations within a fast-paced clinical environment.

Organisation Position



Scope of Post

Main duties and responsibilities

- Acts as a first point of contact for the Theatre Manager and their team
- Prioritisation and delegation of incoming mail and telephone calls
- Organisation of patient, carer, or public meetings on behalf of the Theatre Managers
- Provision of suitable travel and accommodation arrangements for the Theatre Manager and other staff on an ad hoc basis
- Using MS Office applications produce accurate and high-quality databases and/or spreadsheets.
- Responsible for completing the dashboard on behalf of the Theatre Manager
- Implementation of relevant office policies and procedures, suggesting changes as appropriate.
- Management of office systems
- Responsibility for maintaining storage and retrieval systems (paper and electronic on behalf of the Theatre Manager, including:-
 - Preparation of contracts of employment in readiness for signature.
 - Preparation of ESR forms in readiness for signature.
 - Management of and maintenance personnel files.
 - Maintenance of annual leave booking processes
 - Maintenance of sickness monitoring
 - Maintenance of appraisal records
 - Booking and maintaining records of statutory training records for relevant staff with the centre
 - Appraisal planning and co-ordination for relevant staff (over a 12-month timescale)
- Co-ordination of recruitment processes on behalf of the Theatre Manager to include:-
 - Ensuring all recruitment documentation is up to date and completed.
 - Ensuring the correct approval process is followed and all relevant approvals are confirmed.
 - Liaise with Recruitment on a regular basis.
 - Acting as an Administrator for vacancies within the Centre
 - Providing all administration support and arrangements for the interviews
- To support quality and service improvement within the Centre and work with other services and Centres to ensure effective patient care and the effective use of all Trust resources

Provision of Clinical Theatre Management Support Officer

- Diary Management on behalf of the Theatre Manager, including resolution of conflicting diary appointments.
- Organisation of meetings, conferences, presentations, workshops and training events, including arranging external speakers, booking venues and all associated administration.
- Minute taking and transcription of formal meetings on behalf of the Theatre Manager
- Preparation, typing and distribution of correspondence and ad-hoc papers to support the work of the Theatre Manager.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • NVQ or equivalent or experience, plus relevant work-based experience 	<ul style="list-style-type: none"> • ECDL
Experience	<ul style="list-style-type: none"> • Proven ability to provide secretarial support to a manager. • Knowledge of software programs • Experience of working in a support officer environment • Evidence of ability to achieve own work targets 	<ul style="list-style-type: none"> • Working in the NHS
Knowledge and skills	<ul style="list-style-type: none"> • Evidence of ability to deal with confidential and occasionally complex and sensitive matters with diplomacy • Excellent command of English • High standard of grammar and spelling • Able to prioritise. • Well organised 	<ul style="list-style-type: none"> • Minute taking • Touch typing • Knowledge of NHS policies

	<ul style="list-style-type: none"> • Evidence of ability to manage own workload effectively • Excellent time management • Excellent team worker • Patient focused. • Calm and confident. • Evidence of ability to use own judgement • Evidence of advanced keyboard skills • Evident of standard level of use of IT packages such as Microsoft Office suite of products • Able to communicate sensitively and tactfully with patient and carers • Knowledge of good practice and system of work within a support officer field • Knowledge of Health and Safety in the Workplace • Understanding of confidentiality/data protection issues 	
Other	<ul style="list-style-type: none"> • The post-holder will be required to work flexibly at both hospitals to support Theatre Managers on a regular basis. • The post-holder on occasions to perform tasks outside the designated department, therefore flexibility is key 	

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 and 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; and
- 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
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

Infection prevention and control (IPC)

The prevention and management of acquired infection is a key priority for the Trust. 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; and
- 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 colleagues; and
- 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; and
- 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.

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.

Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. 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, to protect yourself and the Trust from any possible 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 continuous personal development including, 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

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.

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 is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is 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.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH

continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

