

# DEPUTY GROUP CHIEF GOVERNANCE OFFICER

## INFORMATION FOR CANDIDATES

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Closing date for receipt of applications:  
Monday 17 August 2026



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# A message from our Group Chief Governance Officer

Thank you for investing your time in considering this opportunity. Senior governance professionals, like you and I, are constantly balancing competing priorities, tight deadlines, and complex challenges, which makes your time incredibly valuable.

You thrive in this environment. You are energised by solving problems, navigating complexity, and keeping multiple priorities moving forward without losing sight of what matters most. You understand that effective governance is not about process for process's sake - it is about enabling organisations to make better decisions, managing risk intelligently, and delivering meaningful outcomes.

On 1st April 2026, SaTH joined The Shropshire Community Health NHS Trust to form the Shropshire, Telford and Wrekin Community and Hospitals NHS Group. With a budget of £850 million, we work together to support our communities, proudly employing more than 9,000 devoted professionals in community and secondary care who strive to provide high quality, integrated healthcare.

This is an exciting opportunity to build on the excellent and transformative work already taking place across both organisations, to drive further integration and enhance the quality of care for all the communities we serve. This role offers the opportunity to make a significant and positive impact on the health and wellbeing of our communities and our staff.

As part of Group arrangements, the Board is committed to building a modern NHS with more services closer to home in the community, supported by two thriving hospitals. This includes, for example:

- » £300 million Hospitals Transformation Programme – a once-in-a-generation investment to enhance acute services.
- » Neighbourhood Transformation Programme – focused on tackling health and rural inequalities through integrated neighbourhood services.
- » Digital innovation, clinical redesign and estates transformation – to provide modern, exceptional care and value for patients.
- » Cultural and organisational improvements – an environment where staff feel valued, empowered and supported in their professional growth Integrating the CARE (Care, Acknowledge, Respect, Empower) framework throughout our organisations to ensure that empathy and communication remain a priority at every level.

*Continued on next page...*



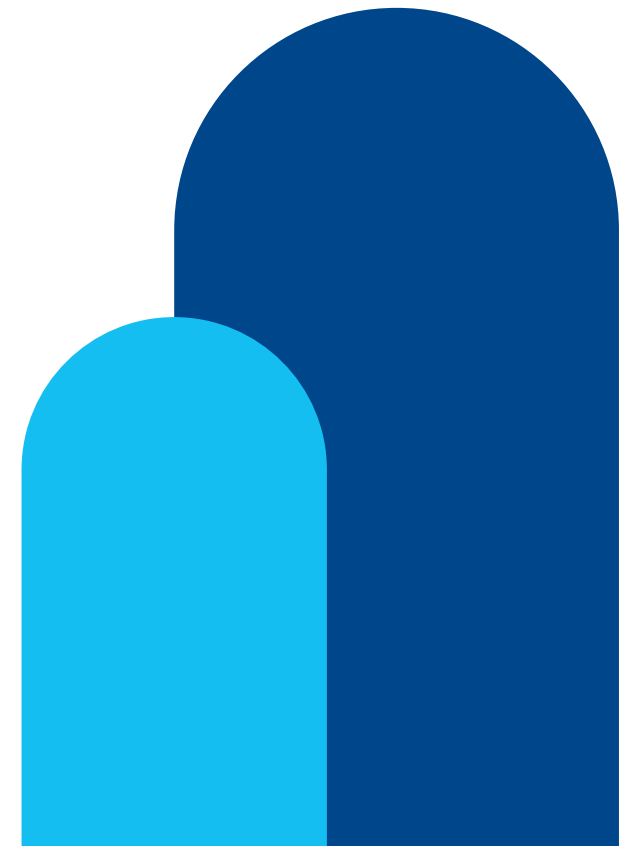
In 2025, SaTH was awarded University status, which will foster the delivery of high-quality care and attract further research and investment, creating an engaging environment for both academic and clinical advancement. As a Group, we have an excellent opportunity to expand our educational offerings by providing diverse and multidisciplinary placements that will benefit both patients and colleagues.

The fact that you have reached this point suggests you are looking for more than just another role - you are looking for an opportunity to make a real difference. I sincerely appreciate you taking time out of your busy schedule to read to the end. I know that talented governance professionals have no shortage of demands on their attention. That is precisely why this role has been designed to offer meaningful challenge, influence, and the opportunity to make a lasting impact. If those are the qualities you are looking for in your next role, I hope you will take the next step and apply.



**Anna Milanec**

Group Chief Governance Officer



# Group Model

By forming a Group model, both Trusts believe they can deliver better care for patients and a better experience for staff through closer integration. A Group model will build on the strong foundations that already exist to continue to strengthen local services, improve resilience and performance and deliver value for taxpayers.

The aims of the Group model are to provide a united and stronger provider voice, that works together with partners, to respond to the collective challenges faced across the health and care system. Acting as one NHS and working at scale, the Trusts believe shared leadership will address the clinical, performance and financial pressures and enable the shift towards a preventative and neighbourhood service to meet the needs of an ageing and growing population.

Delivering high quality, patient-centred care, and an improved patient experience is the overarching priority. Both organisations have shared priorities, aligned with the national 10 Year plan:

- » Deliver more care and resources in the community, supported by two thriving acute hospitals (hospital to community). The Group will play a leading role in transforming neighbourhood health services working with primary care and other partners.
- » Neighbourhood Health Implementation Programme and Hospitals Transformation Programme.
- » Increased focus on prevention and tackling inequalities through neighbourhood working (sickness to prevention).
- » Developing our workforce – right staff, with the right skills, in the right places and at the right times.
- » Collective focus on analogue to digital agenda, optimising the opportunities of vertical integration to streamline patient pathways.

- » Modern clinical models and ways of working, with the right tools and environment.
- » Supporting the health and wellbeing of staff.
- » Building an inclusive workforce – everyone has a voice and is valued.
- » Both Boards recognise they cannot deliver this transformation in isolation and a shared leadership is critical to delivering the ambitious plans and realising the step-change in care for patients.

Listening to feedback from staff, partners, volunteers, patients and community representatives during Summer 2025, the Case for Change, on the Trusts' websites, sets out the benefits, issues, risks and mitigations of the two Trusts working more closely together. The Trusts will remain as separate statutory organisations, with a shared leadership across both organisations to oversee strategy and service delivery. A Transition Committee has been established to ensure a seamless transition and ongoing engagement to formalise the Group.

The Group model alone is not a panacea for improving performance. However, it allows the Trusts to use scale as a platform and an enabler for driving improvements in clinical, operational and financial performance. Both Boards are committed to driving quality improvement, developing more seamless patient pathways for residents of all ages, growing and supporting the workforce and redesigning models of care to deliver a more modern NHS. The Group model can both enable these efforts and amplify their benefit for all the communities we serve.

To find out more visit:

<https://www.sath.nhs.uk/about-us/better-together/>

<https://www.shropscommunityhealth.nhs.uk/better-together>

# Our Region

Encompassing some of the most picturesque parts of England and Wales, the Trusts' catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport and Telford (in Telford and Wrekin); Dudley; and Newtown and Welshpool (in Powys) – all beautiful and unique.



# About Shropshire Community Health NHS Trust

Shropshire Community Health NHS Trust (ShropCom) aims to be the best local provider of high quality, innovative community health services close to people's homes.

ShropCom provides a range of community-based health services for adults and children in Shropshire, Telford and Wrekin, and some services to people in surrounding areas including Black Country. Working with our partners to provide people with well co-ordinated and effective care, we employ circa 1,600 people who together help deliver community services to a population of 500,000. The majority of this care is delivered in peoples' homes and across 75 sites including four community hospitals at Bridgnorth, Whitchurch, Ludlow and Bishop's Castle.

As a Community Trust, we have a unique role as an essential 'connector' in the local health system, working directly alongside the many organisations that also provide care and support to people. We are an exciting place to progress your career and are proud to be the lead organisation on a number of innovative programmes of work.

The Trust and our staff are passionate about providing the highest quality of care to our patients in an environment that enriches and develops the skill and talent of our colleagues. We are dedicated to providing a wide range of services to our local communities and work closely with GPs, acute hospitals, and with experienced health care staff to keep care as close to the homes of our patients as possible; whilst providing a supportive working environment that brings the best out of our people and makes ShropCom a rewarding place to work.

Further information on our Board members can be found at:

[www.shropscommunityhealth.nhs.uk/the-board](http://www.shropscommunityhealth.nhs.uk/the-board)

## Key Facts

- Organisation formed in 2011
- Serves a population of **more than 500k**
- Employees circa **1,600 staff**
- Spent **£105.1m** delivering services
- Provides services from **more than 75 sites**





## Our Vision

We will be at the heart of supporting our communities by providing fully connected services - so that everyone gets the right care, in the right place, at the right time, by the right people.

## Our Values

**Improving Lives** - We make things happen to improve people's lives in our communities.

**Everyone Counts** - We make sure no-one feels excluded or left behind - patients, carers, staff and the whole community.

**Commitment to Quality** - We all strive for excellence and getting it right for patients, carers and staff every time.

**Working Together for Patients** - Patients come first. We work and communicate closely with other teams, services and organisations to make that a reality.

**Compassionate Care** - We put compassionate care at the heart of everything we do.

**Respect and Dignity** - We see the person every time - respecting their values, aspirations and commitments in life – for patients, carers and staff.

# About The Shrewsbury and Telford Hospital NHS Trust (SaTH)

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Our main service locations are Princess Royal Hospital (PRH) in Telford and Royal Shrewsbury Hospital (RSH) in Shrewsbury, located 20 minutes drive apart. Both hospitals provide a wide range of acute hospital services including urgent and emergency care, outpatients, diagnostics, inpatient medical care and critical care.

Our first Community Diagnostic Centre opened in 2023, in Telford, bringing diagnostic tests closer to the community. We also provide outreach services in Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen, the Bridgnorth, Ludlow and Whitchurch Community Hospitals and other local centres.

We have an ambitious Moving to Excellence transformation programme underway. In 2025 we were awarded university status, with our partners Keele University. We want to deliver excellent care and an excellent working environment for our staff. Find out more at: [Moving to Excellence – SaTH](#).

We employ more than 7,300 amazing staff, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 300 wonderful volunteers, and our main charitable partners are the League of Friends at the Shrewsbury and Telford Hospital and the Lingen Davies Cancer Appeal.

Further information on our Board members can be found at:  
[www.sath.nhs.uk/about-us/trust-information/trust-board-members/](http://www.sath.nhs.uk/about-us/trust-information/trust-board-members/)



## Key Facts

- Together our two hospitals have over 700 beds
- Serves a population of more than 500k
- Employees circa 7,300 staff
- Spent £671m delivering services
- Provide acute hospital services and community and outreach services such as:
  - Consultant-led outreach clinics
  - Midwife-led units
  - Renal dialysis outreach services
  - Community services including Midwifery, Audiology and Therapies

# Our Vision and Values

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in.

## Our Vision

*“To provide excellent care for the communities we serve.”*

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

## Our Values

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust. Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.



# About the Hospitals Transformation Programme

Our Hospitals Transformation Programme (HTP) is a multi-million pound investment that will improve care for everyone through modern, purpose-built facilities and ensure more people get the care they need, at the right time and in the right place. These plans have been led by our doctors and nurses to develop two thriving hospitals, supported by more services in the community.

Construction work is well underway at Royal Shrewsbury Hospital to build a new four-storey building set to open in 2028 and will provide the space we need to start our new ways of working. We're also investing in services at Princess Royal Hospital in Telford to provide a more positive experience for patients in calm, dedicated planned care facilities.

Princess Royal Hospital in Telford will become the site specialising in planned care. Patients will have a more positive experience in improved, dedicated planned care facilities. Royal Shrewsbury Hospital will become the site specialising in emergency care. All the right doctors and nurses who support our emergency care teams will be on the same site as the remodelled, bigger Emergency Department. This means they can make quicker decisions about patient care. Most patients will continue to use their local hospital, including for outpatient appointments and urgent care services. Most people that currently use our Emergency Department (A&E) will use the Urgent Treatment Centre at their local hospital.

This new clinical model will provide a number of benefits for our staff and patients. By having our planned care services in one hospital we can:

- Reduce the number of cancelled operations and waiting times
- Provide modern theatres to give a better environment for patients
- Create a calm environment, with unplanned, emergency care on another site
- Reduce the risk of spreading infections

By having our emergency care services in one hospital we can:

- Have a bigger and improved Emergency Department designed to meet the needs of our communities now and in the future
- Provide faster access to the right care from the right teams that support emergency care
- Make quicker decisions about patient care, with all the specialist teams on one site with the Emergency Department
- Improve the working environment for our staff with modern facilities

This is more than a new building. A significant amount of work will be needed to develop the clinical pathways and reform our workforce, to be ready to open the doors in 2028 and deliver the step-change in care we aspire to.

Find out more: [Hospitals Transformation Programme – SaTH](#)



# Focusing on Neighbourhood Working

Alongside the Hospitals Transformation Programme, we are progressing our Neighbourhood Health Transformation Programme to modernise local care provision.

Neighbourhood health is a major national priority. As system partners, we are striving to deliver expanded community-based services to give patients easier access to a broader range of high quality services in their local communities, or the place they call home, wherever possible. This will deliver the national ambitions – the three shifts - in the 10 Year Health Plan: Fit for the Future.

The programme is looking at how existing services can be provided differently and in a more integrated way with health and care professionals from across the NHS, local authorities and third sector partners, and with a major focus on neighbourhood health services. By forming a Group between SaTH and Shropshire Community Health Trust, we hope to accelerate opportunities to deliver care closer to home.

The programme will focus on more proactive and joined-up care, supported by technology, aiming to keep people healthy and independent in their community, and ensuring that acute hospital and community-based services work together to provide the right care, at the right place, at the right time. We want to empower people to take control of their health by providing the necessary tools, information and support to make informed decisions about their health and wellbeing.

To find out more visit: <https://www.shropshiretelfordandwrekin.nhs.uk/>.



# Maternity Transformation

We are determined to deliver safe, effective, reliable, and high quality services to women and families now and into the future and are nearing completion of all the actions from the Independent Review of Maternity Services by Donna Ockenden. The first report was published in December 2020, and the final report was published in March 2022. The review described serious failings in maternity care at SaTH over several decades. Each report outlined local actions for learning for this Trust and immediate and essential actions for all NHS providers of maternity services, which also includes this Trust.

While there remains work to do, SaTH is making strong progress in key areas to improve maternity services. As of June 2026, of the 52 actions set out in the first Ockenden Report, 50 (96%) have been delivered. The final Ockenden Report provided a further 158 actions for the Trust to deliver, and good progress is being made against these, with 152 (96%) of these actions having been delivered. When combined, the Trust has delivered 202 (96%) out of its 210 actions.

The two reports can be found here from the GOV.UK webpages:

- [FIRST REPORT](#)
- [FINAL REPORT](#)

Following the most recent inspection by the Care Quality Commission, our maternity services are rated as 'Good'. While this reflects important progress, we recognise the responsibility to go further in strengthening trust, deepening engagement, and ensuring that the voices of women, families and communities are central to everything we do. We are committed to embedding a culture of continuous listening, learning and improvement, where feedback is acted upon and translated into meaningful, measurable and sustained change. We are deeply appreciative of the families who are already working with us to share their experiences, and we will continue to strengthen and expand opportunities for open, ongoing dialogue and co-production with all those who wish to be involved in shaping and improving our services.

Teams in maternity services, and the wider Trust, continue to work hard to create a transparent and accountable environment at all levels, to provide safe, compassionate, bespoke care and to rebuild the confidence of the communities we serve. Our ambition is to become an Outstanding maternity service. We are seeking a compassionate and inclusive Deputy Group Chief Governance Officer who will commit to building on this crucial work.



# 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.

| C.A.R.E. Element | Meaning and Practice                                                                                                                                         |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Care             | Show genuine kindness, empathy and compassion in every action and conversation. Remember that small gestures often have the biggest impact.                  |
| Acknowledge      | Listen actively. Make eye contact, use names and acknowledge the individual's feelings and concerns. Every patient deserves to feel seen and heard.          |
| Respect          | Treat all patients, families and colleagues with dignity, honesty and patience. Respect lived experience and understand that trust is built through respect. |
| Empower          | Involve patients and their families in decisions about their care. Communicate clearly, encourage questions and ensure people feel informed 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:

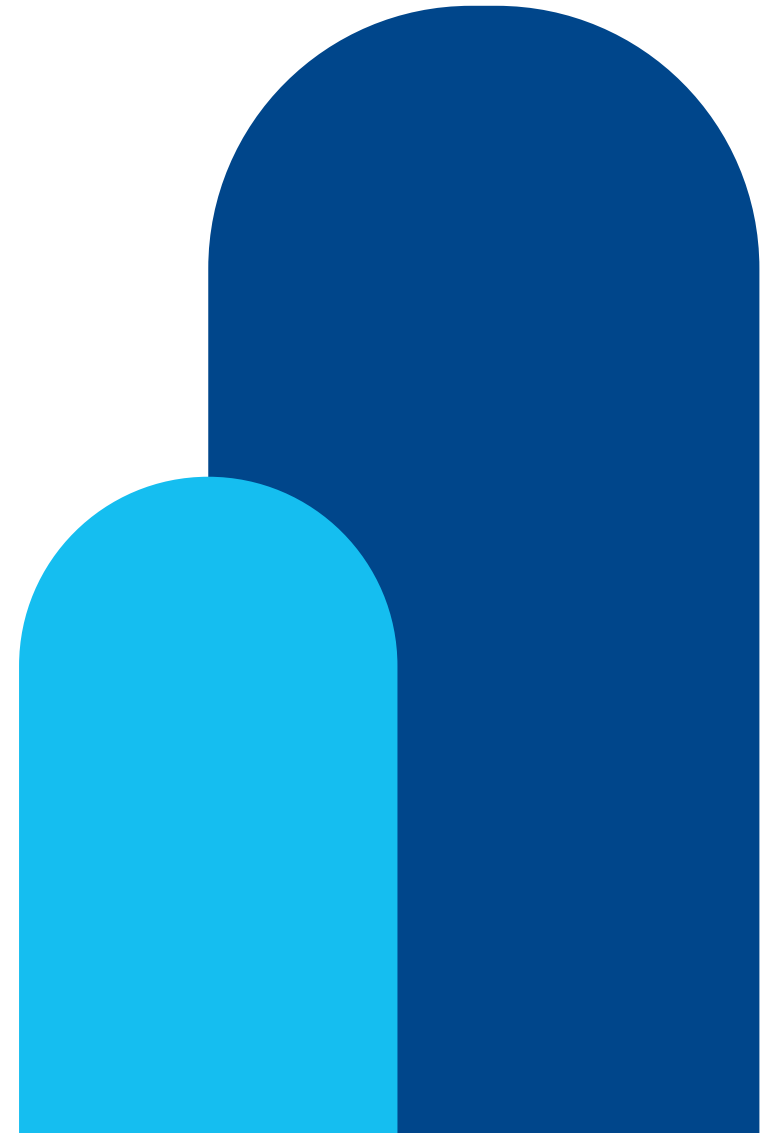
- Take a moment before entering a patient's space - centre yourself and focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions - 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 Description

|                   |                                                                                                                                        |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| Job Title:        | Deputy Group Chief Governance Officer                                                                                                  |
| Band:             | Very Senior Manager (VSM)                                                                                                              |
| Hours:            | Full Time                                                                                                                              |
| Type of Contract: | Permanent                                                                                                                              |
| Responsible to:   | Group Chief Governance Officer                                                                                                         |
| Site:             | The Royal Shrewsbury Hospital with travel between Shropshire Community Health NHS Trust and The Shrewsbury and Telford Hospitals sites |
| On-call:          | Participation in the Strategic Commander on-call rota                                                                                  |



# Purpose of the Role

The Deputy Group Chief Governance Officer is a senior leadership role within the Shropshire, Telford & Wrekin Community and Hospitals NHS Group, responsible for supporting the development and delivery of an integrated governance framework across the Group.

The post holder will work across two statutory NHS organisations, ensuring robust governance arrangements support effective decision-making, accountability, assurance and continuous improvement at both organisational and Group level.

As deputy to the Group Chief Governance Officer, the post holder will provide strategic leadership across the full portfolio, including Board Governance, Corporate Governance, Risk Management, Freedom to Speak Up, Information Governance, Data Protection, Information Risk Management and associated assurance functions. The role will also lead the governance and delivery oversight other strategic Group programmes as required.

The post holder will play a key role in establishing and embedding governance structures, processes and behaviours that support the Group's ambitions whilst maintaining the statutory responsibilities, regulatory obligations and accountability of each organisation.

Working closely with the Group Chair, Chief Executive, Executive Directors, Non-Executive Directors, regulators and system partners, the post holder will help create a culture of transparency, collaboration, learning and effective stewardship across the Group.

# Main Duties and Responsibilities

## Strategic Leadership

- Support the Group Chief Governance Officer in developing and implementing an integrated governance strategy for the Group with an effective and integrated Governance service and function
- Provide strategic leadership and expert advice to Boards, Committees and Executive Teams on governance, assurance and regulatory matters
- Deputise for the Group Chief Governance Officer as required across both organisations and wider system partnerships
- Lead the development of governance arrangements that enable the Group to operate effectively whilst preserving the statutory accountabilities of each organisation
- Act as a trusted adviser to Executive Directors, Non-Executive Directors and senior leaders across the Group

## Board and Corporate Governance

- Lead the provision of governance support to the Group Board and Committees
- Ensure that governance frameworks, constitutions, standing orders, schemes of delegation and governance policies remain compliant, effective and aligned to Group objectives
- Support the development of Group-wide governance arrangements, ensuring clarity of accountability, authority and decision-making
- Lead Board effectiveness reviews and induction arrangements
- Support the Group Chair in the recruitment of any Non-Executive Director vacancies
- In partnership with the Deputy Group Chief People Officer, lead the coordination of executive and board development programmes
- Ensure the effective operation of Board and Committee business cycles across all governance structures
- Promote best practice in corporate governance and ensure compliance with NHS governance standards and regulatory requirements

## Risk and Assurance

- Provide senior leadership for the Group's risk management framework and approach
- Oversee the development and maintenance of Board Assurance Frameworks and Corporate Risk Registers across the Group
- Ensure effective systems are in place for identifying, managing and escalating strategic and operational risks
- Support the Group Board and Executive Leadership Team in understanding organisational and Group risk exposure
- Ensure high-quality assurance reporting is provided to Board Committees and regulators
- Promote a culture of proactive risk management, organisational learning and continuous improvement

## Freedom to Speak Up (FTSU)

- Provide senior leadership and sponsorship for FTSU and the broader 'raising concerns' agenda across the Group
- Ensure that colleagues across both organisations are supported to raise concerns safely and confidently through leading initiatives
- Promote a culture of openness, transparency, inclusion and psychological safety through your own leadership and through promoting the FTSU agenda
- Maintain oversight of thematic reporting, trend analysis and organisational learning arising from concerns raised
- Ensure compliance with national FTSU standards and guidance, and actively contribute to the raising concerns agenda across the broader system and region

## Information Governance, Data Protection and Information Risk

- Provide strategic leadership for Information Governance, Data Protection and Information Risk Management
- Act as Deputy Senior Information Risk Owner (DSIRO) and undertake SIRO responsibilities as delegated by the Group Chief Governance Officer
- Ensure compliance with UK GDPR, Data Protection legislation, NHS Information Governance standards and cyber security requirements
- Lead organisational responses to significant information governance incidents and breaches where required
- Oversee Information Asset Management, Records Management and Information Sharing frameworks across the Group
- Provide assurance to Boards regarding information governance compliance and information risk

## Operation Lincoln (the investigation by West Mercia Police into Maternity Issues at SaTH)

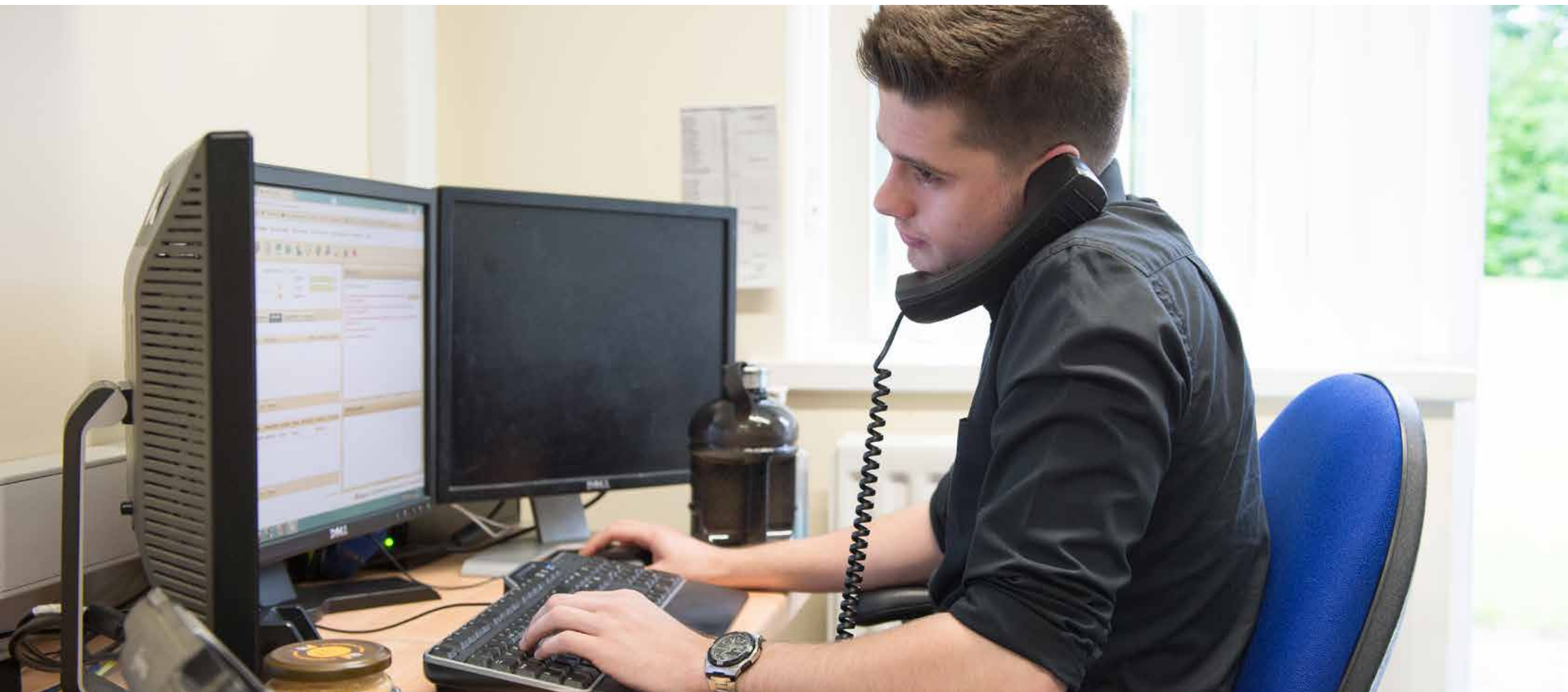
- Provide senior responsible leadership to the 'Independent Review Team'
- Support the Group Chief Governance Officer as necessary, in relation to the confidential police investigation, as appropriate

## Group Development and Transformation

- Support the ongoing development of Group model and the integrated governance model, framework and approach
- Lead governance workstreams associated with Group development, organisational change and integration programmes
- Contribute to the design and implementation of new Group structures, accountability arrangements and decision-making processes
- Ensure effective governance arrangements are established for joint programmes, partnerships and collaborative ventures

# Leadership and People Management

- Lead and develop teams responsible for Governance, Risk, Freedom to Speak Up, Information Governance and associated functions across both acute and community settings
- Foster a culture of high performance, collaboration and continuous improvement
- Develop leadership capability within governance teams across the Group
- Ensure colleagues are supported, developed and empowered to deliver high-quality services
- Promote the Group's values and behaviours in all aspects of leadership practice and pro-actively contribute to the Group Culture Programme as a senior leader





## Person Specification

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

# Qualifications

| ESSENTIAL                                                                                                                                                                                                       | DESIRABLE                                                                                                                                                                                                                                                  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Chartered Governance Institute Qualifying Programme qualification and/or Masters level qualification</li> <li>Evidence of continuous professional development</li> </ul> | <ul style="list-style-type: none"> <li>Relevant professional qualification in governance, company secretarial practice, legal, risk management, or information governance</li> <li>Management qualification or equivalent leadership experience</li> </ul> |

# Knowledge, Behaviours and Experience

| ESSENTIAL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | DESIRABLE                                                                                                                                                                                                                                                                                                                                                                        |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Significant senior leadership experience within governance, corporate affairs, risk, assurance or a related function within the NHS</li> <li>Demonstrable experience of advising Boards, Committees, Chairs and Executive Directors on governance, risk and regulatory matters</li> <li>Experience of developing, implementing and improving governance and assurance frameworks</li> <li>Experience of leading teams and delivering complex programmes of work through others</li> <li>Experience of working across organisational boundaries and building effective partnerships with internal and external stakeholders</li> <li>Strong understanding of NHS governance, accountability and regulatory frameworks</li> <li>Knowledge of risk management, Board Assurance Frameworks and organisational assurance processes</li> <li>Knowledge of information governance, data protection and information risk management principles</li> <li>Understanding of Freedom to Speak Up principles and the importance of fostering a culture of openness and learning</li> </ul> | <ul style="list-style-type: none"> <li>Experience of working within a Group model, provider collaborative or integrated care system</li> <li>Experience of leading Freedom to Speak Up, Information Governance, Data Protection or SIRO-related functions.</li> <li>Experience of major organisational transformation, integration or governance redesign programmes.</li> </ul> |

## Knowledge, Behaviours and Experience (continued)

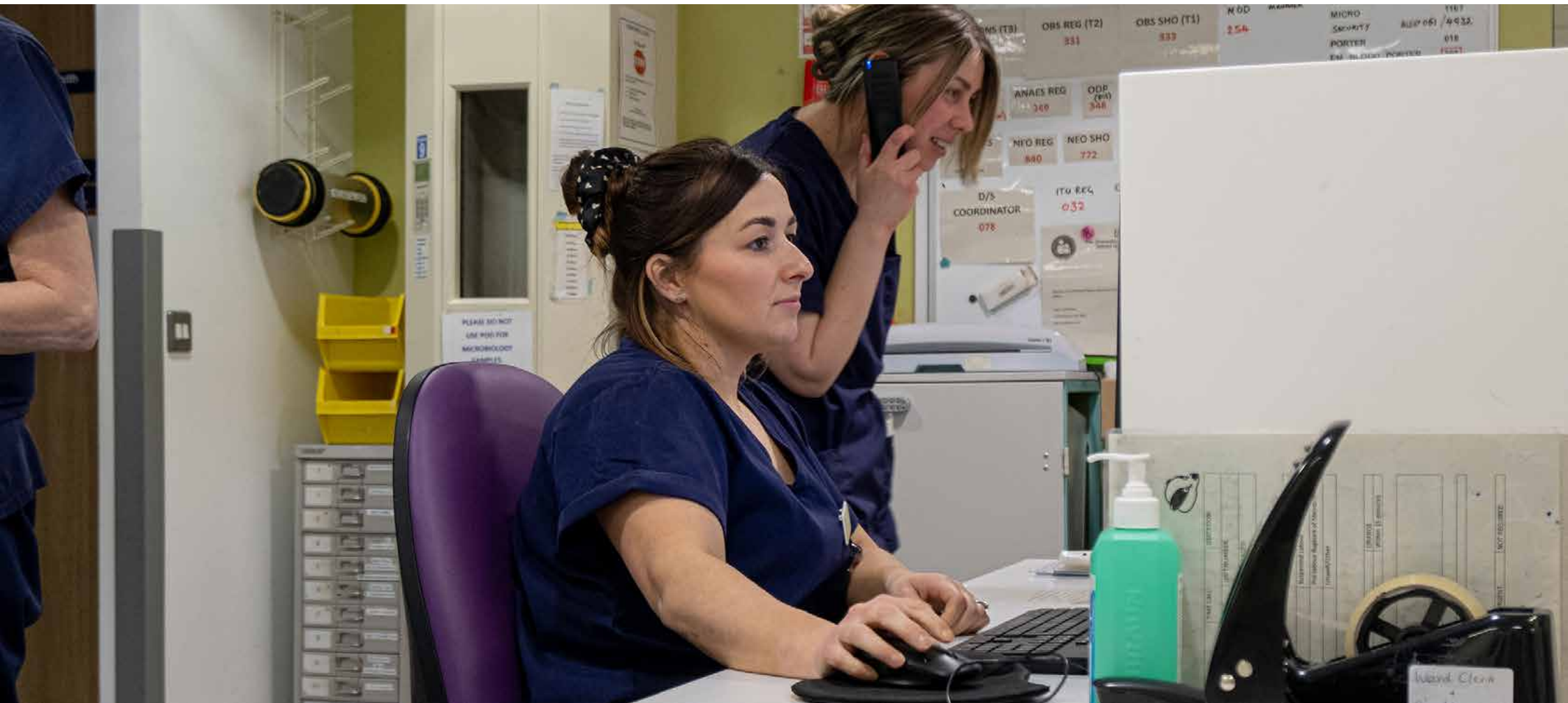
| ESSENTIAL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | DESIRABLE |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| <ul style="list-style-type: none"> <li>• Ability to provide strategic leadership, influence decision-making and deliver results in a complex and evolving environment.</li> <li>• Highly developed communication, influencing and negotiation skills</li> <li>• Strong analytical skills with the ability to interpret complex information and provide clear advice and recommendations</li> <li>• Demonstrates sound judgement, personal credibility and the highest standards of integrity</li> <li>• Resilient, collaborative and able to lead through ambiguity and change</li> </ul> |           |

## Skills

| ESSENTIAL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | DESIRABLE                                                                                                                                                                                                       |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Outstanding leadership and people management skills</li> <li>• Ability to provide credible strategic advice and constructive challenge to Boards and Executive teams</li> <li>• Ability to interpret and communicate highly complex governance, legal, regulatory and organisational issues</li> <li>• Strong analytical and problem-solving skills</li> <li>• Excellent report-writing and presentation skills</li> <li>• Ability to develop effective relationships with a wide range of internal and external stakeholders</li> <li>• Strong influencing and negotiation skills</li> <li>• Ability to exercise sound judgement and discretion when handling highly sensitive matters</li> <li>• Ability to lead across organisational boundaries and through matrix arrangements</li> </ul> | <ul style="list-style-type: none"> <li>• Skilled facilitator of Board development and organisational learning</li> <li>• Experience of programme governance and large-scale transformation oversight</li> </ul> |

# Other

| ESSENTIAL                                                                                                                                                                                                          | DESIRABLE |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| <ul style="list-style-type: none"><li>• Ability to travel across all sites within the Shropshire, Telford &amp; Wrekin Community and Hospitals NHS Group</li><li>• Participation in on-call arrangements</li></ul> |           |



# General Conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trusts' core values. 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 Trusts, 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 Trusts 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 both Trusts. As an employee, you have a responsibility to:

- ensure that your work methods are compliant with the Trusts' 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 colleagues.
- 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 the appropriate Trusts' mechanisms (e.g. incident reporting policy).



# Information Governance and Cyber Security

Both Trusts are 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 Trusts' 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 Trusts you will come into contact with confidential information and data relating to the work of the Trusts, their patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may encounter which identifies patients, employees or other personnel, or business information of the Trusts. 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 Trusts' 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 Trusts' 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 Trusts' recording, monitoring, validation and improvement schemes and processes.

## Professional Standards and Performance Review

As an employee of the Trusts 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 Trusts to identify and report abuse. As an employee of the Trusts, 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.



## Social Responsibility

Both Trusts are 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 Trusts, 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

Both Trusts are committed to creating a culture that puts continuous improvement at the forefront of our work. Our aim is to empower colleagues at all levels to have the confidence, capability, passion and knowledge to test changes and make improvements in the Trusts and the communities we serve.

## Equality, Diversity and Inclusion

We are dedicated to fostering an inclusive environment where everyone feels valued and respected. Both Trusts are an equal opportunities employer, actively working to build diverse teams and embed best practices in Equality, Diversity and Inclusion. We will not discriminate against any applicant or employee based on race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status, disability, sexual orientation, or any other protected characteristic. We are committed to ensuring that selection for training, development, and promotion is based solely on an individual's ability to meet the requirements of the job. As a member of our team, you are personally responsible for upholding these principles. This includes ensuring you do not discriminate, harass, or bully, or contribute to such behaviour by others. You are also expected to actively support and co-operate with all measures introduced to promote equality of opportunity and an inclusive workplace.

## Pandemic and Major Incident

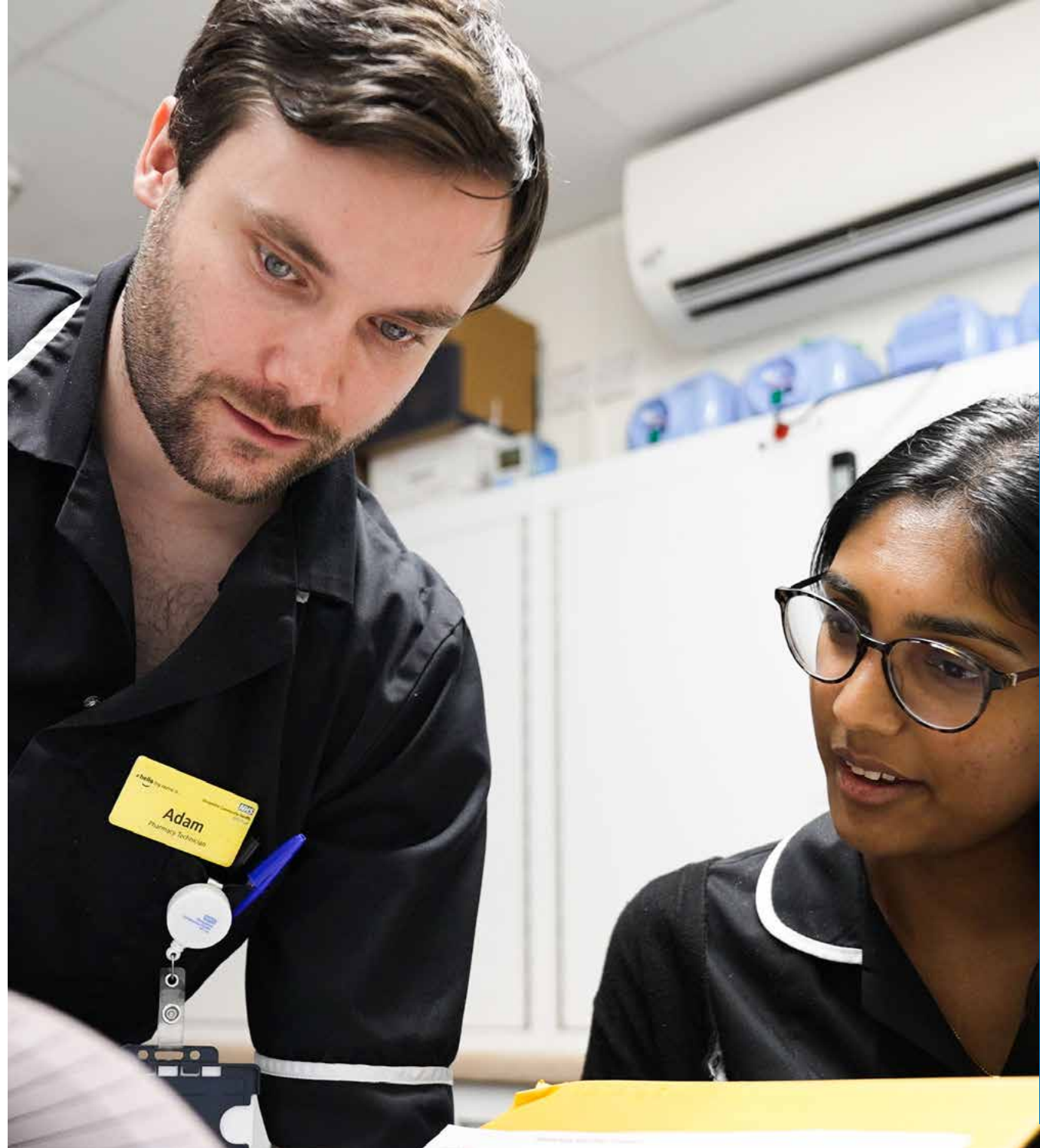
In the event of a pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the hospital. Prior to undertaking any duties, the member of staff will be asked to have full training and induction. No member of staff will be asked to undertake duties for which they are not competent, or where they feel unsafe in their environment, or could put patients or themselves at risk.

## Smoking Policy

Both Trusts are no smoking/e-cigarette/vaping organisations except for designated external areas, in accordance with the Trusts' policies.

## Miscellaneous

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trusts and their services as well as the personal development.





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