

DIGITAL SYSTEM SUPPORT OFFICER

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms



Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level – from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction – between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework – it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

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

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- Provide first and second-line support for the Trust's Electronic Patient Record (EPR) system and other clinical IT systems, helping staff to resolve technical issues quickly and effectively.
- Work closely with users, system managers and other departments to investigate problems, provide solutions and ensure services continue to run smoothly.
- Maintain and update EPR system settings, user access and other system configurations to meet the needs of clinical teams across the Trust.
- Deliver guidance, training and support to users, helping them make the best use of digital systems and follow information security requirements.
- Assist with testing new software, system changes and digital projects to ensure systems are safe, reliable and ready for use.
- Keep accurate records of work completed, manage support requests through the IT Service Desk, and contribute to service improvements across the Trust.

Job Description

Job title:	Digital System Support Officer
Grade:	Band 4
Site:	The Shrewsbury Business Park
Accountable to:	Digital System Administrators
DBS required:	None

Job Overview

As a member of the Digital Systems team working within the IT Department at the Shrewsbury Business Park SaTH Offices, but with some travel and coverage at other SaTH sites, including the Princess Royal Hospital and the Royal Shrewsbury Hospital. This role will support the Digital System Administrators to maintain EPR applications to ensure continuity of service and resolution of technical issues. The post-holder is responsible for;

- providing support to all Trust and other supported users and will therefore be required to have in depth knowledge of EPR applications
- Providing 1st line and 2nd line support for EPR applications recorded via the IT Service Desk via remote and onsite support.
- Liaising with other teams and departments to ensure issues are resolved

Key Task and Responsibilities

First and second-line technical support for EPR applications and other trustwide clinical IT systems and software:

- Responding to IT Service desk calls, deciding on relevant method of help and negotiate and agree call priorities
- Analyse situation/information to identify and resolve a range of problems including computer issues, application problems, data errors, change requests
- Responding to self—logged user calls to provide first time resolution of Clinical IT system issues.
- Understanding and interpreting the complex issues presented by users to best assess an appropriate response.
- Using initiative to solve problems with reference to broad operating procedures.
- Explaining problems and solutions to users.
- Implement solutions to resolve user clinical system problems
- Planning and scheduling on-site visits with the end user if required
- Liaising with system managers and other departments to arrange system maintenance
- Delivering ad hoc training to users in response to calls logged via the IT service desk
- In-depth knowledge of all supported clinical IT systems in use within the Trust required to remotely diagnose system faults
- Working with users to diagnose software problems, both face-to-face and over the telephone, and seeking further advice where necessary.
- Using remote technologies to diagnose and resolve software problems in a timely manner
- Assist users with self-serve technologies to improve issue resolution
- Assist in the development of local and user support processes and documentation
- Identify and advise staff regarding information security risks through improper use of IT systems
- Direct support calls for non-supported applications to the appropriate department
- Where a first time fix is not available/possible, diagnosing the problem where possible before escalating the call to the appropriate resolver group.
- Identify underlying problems causing frequent calls and escalate to the appropriate resolver groups.
- Assisting in the implementation of major Digital projects:
- Assisting in the implementation of regular ad-hoc projects
- Refine and develop working practices to provide better service across the Trust

- Recording work completed to a high level of accuracy to preserve a complete audit history of actions and sign-off by relevant staff when necessary
- Knowledge of IT department policies and procedures, especially relating to working practices;
- Implement and adhere to agreed Trust IT policies
- Producing in-house user guides and other documentation as necessary.
- Keeping up to date with current system developments and technologies.
- Updating the configuration of the trust wide EPR systems to match clinical requirements eg building clinics, wards, teams, users access etc
- Maintaining timely, accurate and comprehensive records of diagnosis steps and actions taken to resolve problems and recording those within the IT service desk tool
- Managing day to day workload by monitoring incidents logged via the IT service desk tool, prioritising as appropriate. Responding to varied workload pressures
- Delivers training both within the team and external to the team across the Trust and the local community.
- Acceptance test new versions of software and development changes released for implementation into the Production environment.
- To be responsible for reporting any regression testing issues raised and formally reporting them to the appropriate project staff for resolution.
- Work within defined deadlines as part of a team and on an individual basis ensuring assigned work is effectively project managed.
- Accurately utilises available personal resources ensuring appropriate software packages are used when performing computer related tasks
- Inputting and manipulating data when working on IT systems
- Takes responsibility for the expensive IT equipment and software installation and its maintenance
- Supports testing environments for the applications you are maintaining to a standard that ensures a consistent high level of service. For example; reference tables, user profiles, workstation accounts, user accounts, system rights etc
- Works to achieve agreed set objectives using own initiative, using standard operating procedures and other reference material but line manager available for reference
- Able to cope with interruptions whilst in periods of concentration.
- Will be working with a computer screen under office conditions throughout a large portion of the day
- To provide 24 hour support on a rota basis during the initial 'go live' phases.
- Ability to work flexibly to meet needs of the service ability to contribute to any out of hours service requirements
- To carry out any other duties commensurate with the grade in support of the Information Systems Manager.

Person Specification

	Essential	Desirable
Qualifications	• Educated to A level or above (A-Level, NVQ, CertHE) or equivalent experience	
Experience & Knowledge	• Experience of working in a large Acute Trust. • Experience of working in a large organisation with a wide range of staffing levels and being able to liaise with level from administrative staff to senior staff. • Strong experience in influencing the application of IT to working practices. • Experience of working with a range of staffing groups including clinicians, nursing / managers.	• Experience of diagnostic and fault resolution across a mixed computing environment • Experience of NHS Patient Administration systems or clinical systems
Skills	• Proficient in the use of MS Office (Word, Excel, Visio, Project) and E mail / Internet. • High level of interpersonal skills, including	

	active listening and understanding. • Excellent communication and presentation skills. • Influencing, motivation and negotiation skills • Ability to work across organisational and professional boundaries • Excellent presentation and written communication skills	
Other		

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.

