

GROUP HEAD OF LEGAL

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.

- Lead the Legal Services Team and provide expert legal advice across The Shrewsbury and Telford Hospital NHS Trust and Shropshire Community Health NHS Trust.
- Manage clinical negligence, personal injury and other legal claims, making sure cases are handled fairly, accurately and in line with legal requirements.
- Represent the organisations at inquests, court hearings and meetings with external partners, including Coroners, NHS Resolution and other agencies.
- Support, guide and train clinical and non-clinical staff on legal matters, helping them understand their responsibilities and prepare for legal processes.
- Develop and review policies, procedures and strategies to reduce risk, improve services and ensure compliance with current legislation and best practice.
- Build strong working relationships with staff, patients, families and partner organisations while providing leadership, support and day-to-day management of the Legal Services Team.

Job Description

Job title:	Group of Legal Services
Grade:	8C (subject to A4C banding)
Site:	Cross site working
Accountable to:	Group Chief Medical Officer
DBS required:	No

Post Purpose / Summary

The role involves working across the two statutory organisations of the Shrewsbury and Telford Hospitals NHS Trust and Shropshire Community to provide expert legal advice. The post requires excellent time management, prioritisation, professionalism and pragmatism, with the ability to clearly communicate highly contentious, highly complex and highly sensitive information in a demanding and emotive patient-focussed environment. As well as managing clinical negligence claims and inquests, the post holder will be in a leadership role managing staff in the Legal Services Department, providing practical legal advice to staff and delivering training/presentations to clinicians.

This is a challenging role in a busy department that provides robust legal advice across the two statutory organisations of the Shrewsbury and Telford Hospitals NHS Trust and Shropshire Community.

Scope and Range

The post holder will work as part of the Group Model across the two statutory organisations of the Shrewsbury and Telford Hospitals NHS Trust and Shropshire Community and with other partner organisations:

- To undertake investigation of clinical and non-clinical claims
- To attend Court and Coroner's Court and to provide advocacy on behalf of the Shrewsbury and Telford Hospitals NHS Trust (SaTH) and Shropshire Community (ShropCom).
- To ensure consistent management and professional leadership of SaTH's Legal Services Department. This will include supervision and day-to-day line management of the Legal Services Team.
- To provide advice and training to clinical staff on specialist litigation issues and attending inquests.

The post holder will be expected to work with all levels of medical, nursing and managerial staff and be confident at delivering highly complex and sensitive information in pressurised situations

Main Duties and Responsibilities

Corporate Responsibilities

- Review and maintain systems policies and procedures for the effective and efficient management of legal claims
- As a member of the senior management team, provide strategic direction and provide support and advice relating to Legal Services across the two statutory organisations of SaTH and ShropCom ("the organisations") for all clinical areas.
- Ensure that all policies, procedures and activities relating to claims and potential claims are regularly reviewed and updated to incorporate changes in legislation and good practice.
- Develop new and revised corporate strategies and policies in line with national requirements
- Develop effective working relationships with partner organisations in health, social services, police, and Coronial service

- Ensure that the respective organisations' claims management policies are regularly revised, taking account of national guidance and changes in legislation
- Develop, review and implement a wide range of corporate policies which may have legal implications
- Design and deliver educational sessions to a wide range of clinical and non-clinical staff to raise awareness of legal requirements and risk management issues
- Work closely with the specialist safety advisors and the Workforce department to introduce early warning systems and implement change
- Inform the Group Chief Medical Officer of any organisational risks identified through the legal and coronial processes
- Provide support to staff throughout legal and coronial processes, liaising with other departments to ensure adequate support is provided

Legal Services and Claims Handling

- To manage medical negligence, public and employer's liability claims and deal with pre-Trust medical negligence claims on behalf of SaTH and ShropCom in accordance with the respective organisation's claims policy
- Ensure that claims are dealt with in accordance with current legislation, NHS Resolution requirements, other regulatory obligations, and the respective Trust's claims' policy
- Clearly communicate progress with claims to relevant staff members and others, appropriately
- Ensure copies of medical records, documentation and radiology images are disclosed to the claimant's solicitors, or other applicants in accordance with legal deadlines
- Ensure adherence to the UK GDPR, Data Protection Act 2018, and Access to Health Records Act 1990
- Issue instructions to external clinical experts when needed (e.g. for Root Cause Analysis (RCA) reviews).
- Prepare initial reports for NHS Resolution, including a synopsis of events, views on liability, causation, quantum and recommended future action
- Prepare and issue letters of response to solicitors within expected timescales
- Work with directly appointed panel firms to further investigate claims which are proceeding, including analysis of expert reports. This will include attending case conferences and representing the organisation's position
- Maintain information and monitoring systems to meet the reporting requirements of NHS Resolution and the respective organisation's own control systems
- Prepare documents for disclosure to courts and ensure Statement of Truth declarations are accurate

- Liaise with the Chief Communications Officer to prepare press releases for any potential adverse publicity arising from claims/inquests
- Act as the lead point of contact for Coroners for relevant inquests and assist the Senior Coroner in their investigation of matters affecting the organisations. This will involve coordinating the investigation of deaths reported to the coroner and attending Inquests, representing the Trust where appropriate
- Act as point of contact for UK police forces for any enquiries or investigations or actions under the memorandum of understanding for investigating healthcare incidents where suspected criminal activity may have contributed to death or serious life-changing harm
- Ensure that managerial responsibilities and objectives are clearly defined and that managers are developed and supported to make an effective contribution to medico-legal conferences, case conferences and pre-trial inquest meetings involving external experts.
- Represent the Group organisations at meetings with external bodies at local, regional and national level
- Ensure Legal Summits are held at the conclusion of all claims

Planning and Performance Review

- Monitor the performance of the Group Legal Services Team against its objectives, and take corrective action where required
- Ensure appropriate use of resources, taking account of competing priorities
- Develop long-term business plans for the Legal Services Team in line with the respective organisation's annual business planning cycle

Line Management Responsibility

- To be responsible for day-to-day management of staff in the Legal Services Team, including the performance and continued personal development of direct reports. This includes appraisals, recruitment and selection, local induction and disciplinary matters
- Lead and motivate staff to ensure that time and resources are managed through effective teamwork

Decisions, judgement and freedom to act

- The post holder will act as the Lead Specialist for legal matters across the two statutory organisations of SaTH and ShropCom and will work autonomously within delegated levels of authority

- The post holder will have the freedom to act based on their own interpretation of professional/relevant policies and law, advising the organisations on how these should be interpreted and implemented
- Advising the Group organisations how to interpret law/cases when managing/responding to legal claims. The post holder is the Lead Specialist for legal matters for the Group organisations, and will act within broad occupational policies, seeking advice as necessary from external specialists
- Responsible for maintaining own high professional standards and actively seeking opportunities to develop self and others within the Legal Services Team
- To be professionally responsible for own workload and workload of the Legal Services Team, including ongoing prioritisation of workload of the team
- Work within the business standards code of practice for senior managers
- To analyse highly complex, and sometimes conflicting information from a variety of sources
- To reach decisions in relation to highly complex clinical negligence and personal injury claims, negotiating and advising on the settlement of claims in conjunction with NHS Resolution and the organisation's Solicitors
- To use managerial and judgement skills to analyse highly complex situations and formulate appropriate solutions/responses to legal matters
- To work within each respective organisation's policies and procedures

Communications and Relationships

- The post holder is required to provide expert legal advice on highly complex, contentious and sensitive issues that arise within the respective organisations. This involves communicating highly contentious, sensitive information often in a hostile and antagonistic atmosphere
- To communicate with a wide range of individuals, including staff, patients and relatives to discuss legal cases. Information is usually highly contentious, and tact, diplomacy and sensitivity are required. There can be significant barriers to acceptance and understanding, and persuasive skills are needed for resolution of issues prior to Court appearances
- To obtain evidence from witnesses and inquests
- To liaise with internal staff and managers at all levels, including executive directors, managers and clinicians.
- To communicate with external organisations including NHS Resolution, Coroners, Police and with members of the public.
- Present written and verbal reports on activity relating to litigation, complaints and Coroner's cases to the senior management team, the Board and senior clinical staff throughout the respective organisations
- To disseminate relevant information including monthly claims update reports to each clinical specialty

Patient Contact

- Provides non-clinical advice and information to patients, relatives, carers and their representatives
- Policy and Service Development
- Interprets overall health service policy and strategy. Responsible for providing expert advice to policy authors in developing and implementing local policies and procedures which may have legal implications, including Mental Capacity Act, Consent, Safeguarding etc
- Leads on the development of policies and procedures relevant to legal services and ensures compliance with corporate policies
- Provides legal advice on a range of clinical and non-clinical issues and policies that impact across the organisations

Finance and Resources

- Responsible for managing the Legal Services Budget, ensuring compliance with the relevant standing financial instructions for the respective organisations
- Responsible for appropriate use of resources

Human Resources

- The post holder will have overall responsibility for day-to-day management of the Legal Services Team
- Responsible for providing training for staff in legal matters and requirements for attending inquests
- To participate in the Trust appraisal process and ensure appraisals are carried out for all members of the Legal Services Team

Information Resources

- To record information from inquests/courts and disseminate this as required
- To provide regular reports on progress with claims and legal proceedings to Trust Committees
- Responsible for maintaining and updating systems for recording progress with claims, inquests and legal proceedings

Research and Development

- To undertake surveys as necessary for own work

Physical Skills

- The post holder is required to have standard keyboard skills for data analysis and reports, and standard driving skills to drive regularly between sites and to other offsite locations.

Physical Effort

- There is a frequent requirement for sitting in a restricted position for VDU use (daily).

Mental Effort

- There is a frequent requirement for intense concentration. This includes reading legal documentation and case papers, note taking, and cross examination of witnesses and experts in court

Emotional Effort

- The post holder is frequently exposed to dealing with distressed relatives during inquests and supporting staff who are upset and under pressure during inquests and legal cases
- There is some exposure to distressing circumstances when dealing with staffing issues when managing the Legal Services Team

Working Conditions

- The role is office based, with use of road transport when travelling offsite. The post involves regular VDU use, and there is some exposure to verbal aggression from distressed patients, relatives and staff

Other / Misc

- Assist with any other activities as required, to enhance the development of the department
- Participate in regular departmental meetings and contribute, as appropriate, to the overall service
- Maintain own personal development through participating in training, education and courses as required
- Participate in personal objective setting and review, including the creation of a personal development plan
- Do not carry out tasks beyond your level of competence

This job description is not exhaustive and is intended to be a guide to the principal duties and responsibilities of the post only and will change and develop in line with organisational needs. It may be amended at any time with agreement of the post holder and line manager.

Person Specification

	Essential	Desirable
Qualifications	Legum Baccalaureus (LLB) or Master of Law	- Masters level degree in a relevant area - Postgraduate Management qualification - Registered Solicitor (Solicitors Regulation Authority) or Barrister (Bar Standards Board)
Experience and knowledge	- Knowledge of law and legal practice - Significant experience of working at a senior level in the NHS or an organisation of comparable complexity. - Significant relevant experience in managing litigation, claims and inquests. - Experience of working with a wide range of people from differing backgrounds. - Experience of presenting highly complex information in pressurised situations, preferably in a legal context - Extensive knowledge of legal framework for risk management	- Experience of training medical, nursing and/or other healthcare professionals - Knowledge of the patient administration systems - Experience of managing a Legal Services team

	including its role in the whole organisation and links to other aspects of clinical governance. This to have been acquired through a combination of in-depth experience and postgraduate study, such as that obtained through a Master's degree or significant equivalent relevant experience. • Excellent understanding of required links with relevant external organisations (including Coroners and Police), and the ability to apply this in the context of working in a large healthcare organisation. • A good knowledge and understanding of clinical governance. • Knowledge and experience of using MS Office, including Excel, Word, PowerPoint and Outlook	
Skills	• Highly developed persuasive, negotiating and influencing skills gained through experience of working in a similar role in a large and	

	complex organisation • Excellent communication skills, including the ability to provide highly complex information in a pressurised environment • Skills required for dealing with highly sensitive issues, including tact, diplomacy and discretion. • Report writing and data analysis skills. • Interpersonal skills. • Planning and organisational skills. • Excellent presentation skills, with a willingness to present effectively to large groups of clinical staff. • Management skills gained through experience in a management role in a large complex organisation	
Other	• Evidence of continuing personal development • Must be able to work flexibly and have a positive attitude • Problem solving skills • Ability to work under pressure, coping with an	

	unpredictable workload and responding flexibly to changing demands • The post requires regular cross site working from our Shropshire base. There is also a requirement to travel to meetings, inquests and Court hearings which are likely to be off-site locations. The post holder must be able to drive and have access to a suitably insured vehicle for this purpose	
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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.



Proud to have signed
The Pregnancy
Loss Pledge

