

MECHANICALLY BIASED MULTI-SKILLED TECHNICIAN

Candidate Pack



Our Trust

At The Shrewsbury and Telford Hospital (SaTH), our vision is to provide excellent care for the communities we serve. Working together across our teams, we provide district general hospital services for around half a million people in Shropshire, Telford & Wrekin, and mid-Wales.

Our main service locations are The Royal Shrewsbury Hospital and The Princess Royal Hospital, Telford, which together provide 99% of our activity. Alongside these, we also provide community and outreach services across the local area.

As one of Shropshire's biggest employers with around 7,000 staff, we offer a wide range of opportunities to build a rewarding career across both clinical and non-clinical roles. Our people are dedicated and passionate, working together to deliver the best patient care. No matter your role, you'll be joining a supportive team environment where you'll be able to make a real difference for our patients.

We are committed to supporting you at every stage of your career with us, whether you're starting something new or looking to take the next step into leadership. With strong partnerships and our newly awarded university hospital status, you'll have access to excellent education, mentoring and experience to help you thrive.

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



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.

- The role involves carrying out mechanical maintenance work across hospital buildings, including fixing heating, water and other building systems.
- You will work on your own or as part of a team, using your skills to find and repair faults and keep equipment running safely.
- The job also includes helping with other types of building maintenance when needed and supporting other trades.
- You will take part in the on-call rota, responding to emergencies within 45 minutes, and may work at different hospital sites.
- You will help plan daily tasks, work with contractors, and support the maintenance team when managers are away.

Job Description

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| Job title: | Mechanically Biased Multi-Skilled Technician |
| Grade: | Band 5 |
| Site: | The Royal Shrewsbury Hospital |
| Accountable to: | Assistant Estates Manager |
| DBS required: | Yes, Standard DBS |

Job Purpose

A fully skilled and experienced maintenance technician, able to work as directed with the minimum of supervision. Whilst the primary task is to undertake mechanical engineering works, the job holder is expected to have a flexible approach and be prepared to turn their hand to a number of building maintenance demands on other disciplines.

To undertake duties in respect of the maintenance of heating, plumbing systems and other mechanical services and equipment in Trust premises.

To carry out multi skilled tasks, on mechanical and electrical systems on Trust premises, but within established competence to meet the service needs and assisting other trades such as electrical and building technicians.

To support and deputise for the assistant managers short term when required ie annual leave, training. To assist in the smooth running of the maintenance team and department.

The postholder may be required to undertake work at alternative Trust sites.

Due to the On-call requirement of the post, you must be able to respond to emergency calls within 45 minutes of leaving home and arriving at the base hospital.

1. ORGANISATIONAL POSITION:



2 SCOPE AND RANGE:

- The postholder will be capable of carrying out mechanical work covering a wide and diverse range of equipment and plant. Covering all hospital buildings, services and equipment covered by the Estates/Trust policies.
- The postholder requires minimal supervision working on their own or as part of the wider team.
- The postholder will be multi-skilled, in all aspects of Mechanical Engineering throughout the hospital and performs multi skilled tasks which are complex and/or non-routine. Responsible for calibration and fault finding on a wide range of engineering plant and equipment (Low pressure hot water systems, steam raising plant and associated equipment, steam sterilisers and hot and cold water systems).
- Perform a wide range of tasks and be sufficiently skilled in undertaking building maintenance.
- Also undertaking maintenance on major/minor repairs, improvement and capital work as directed by management, ensuring compliance with Trust Safety Standards and Procedures.

3 MAIN DUTIES OF THE POST:

- The postholder will be capable of carrying out mechanical work covering a wide and diverse range of equipment and plant, will also work in accordance with the requirements of all Health Technical Memorandum (HTM's) and guidance/regulation.
- Demonstratable comprehensive knowledge and high degree of skill to maintain, test, diagnose and rectify faults within the hospital building services and equipment.
- The equipment will include, installation and maintenance of hot and cold water services, heating systems, boiler plant (small and large steam plant including condensate pipework) domestic and mechanical equipment, pumps, duct work, air conditioning and some complex specialist equipment including sterilisers.
- To act as Competent person (CP) for relevant disciplines i.e. Health Technical Memorandum (HTM's) as designated.
- To plan and manage day to day work and co-ordinate with Contractors and other staff members to arrange for work to be carried out.
- To design, manufacture, assemble and install new work.
- To carry out tasks effectively and efficiently to a high standard and instruct others on aspects of the trade.
- To work with and assist others Trades.
- The postholder will actively participate in the operation of engineering planned maintenance systems.
- The postholder will join the On-Call system responding to out of hours emergency calls from the On-Call Engineer to take appropriate action to make safe or repair, communicating and advising those affected, i.e. staff, patients and visitors etc.
- The postholder will be required to carry a Trust communication device as and when operational needs require, responding to urgent requests from their Line Manager during their working shift.
- The postholder maybe required to respond to fire calls and assist as directed on site.

- Be willing to have a flexible approach in working hours to meet the needs of the service. This may involve occasional shift cover or emergency cover.
- Overtime may be required to be worked to meet the needs of the service at the discretion of the management.

4 SYSTEMS AND EQUIPMENT:

- The postholder will be able to work from technical drawings, circuit diagrams, manufacturers detail and operational manuals.
- Have the ability to manufacture, assemble, erect and install new work, and carry out maintenance and repair with the relevant tools and equipment and be competent in the use of hand tools.
- Must conform to Estates and Trust policies, including national and local legislation.
- Operate computer systems to interpret and diagnose information to carry out repairs, (i.e. Building Management System)

5 DECISIONS, JUDGEMENTS AND FREEDOM TO ACT:

- Responsible for prioritising and managing daily allocated work.
- In general statutory/mandatory or Trust policy will govern the work procedure.
- The postholder will be able to carry out duties independently without supervision guided by standard operating procedures and operational manuals.
- The postholder prioritises work, diagnoses problems and establishes the best solution for the problem.
- Comments on policies relating to the department and undertakes surveys/audits as necessary.

6 COMMUNICATION AND RELATIONSHIPS:

- The postholder will have contact with colleagues, contractors, patients, visitors and relatives and hospital staff whilst carrying out their duties within the Trust.
- Able to communicate clearly and effectively with the above.

7 PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE POST:

- Required to cope with the demands of a busy maintenance department both mentally and physically.
- Frequent requirement to exert intense physical effort for several long periods.
- Frequent requirement for concentration whilst using machinery, power tools, hand tools.
- Ability to problem solve on a frequent basis.
- Occasional indirect exposure to emotional and distressing circumstances, i.e. terminally ill patients, and areas of sensitivity including Maternity, Gynaecology, Urology. Pathology and Mortuary.
- Frequently engaged in heavy repairs and movement of equipment, frequently lifting, pulling and pushing of extremely heavy equipment, i.e. boilers, calorifiers, motors, pumps and pipework.
- Necessity for highly developed physical skills with a high level of hand eye co-ordination and accuracy, including but not exhaustive setting pumps, seals, bearings, pneumatic seal controls.

8 TRAINING:

- Undertake all appropriate training including Trust statutory and mandatory training. Deliver any update training on specialist areas of expertise to Estates staff.
- Supervise/mentor apprentices whilst they undertake allocated tasks and liaise with designated managers in relation to apprentice development.

9 GENERAL POLICIES, PROCEDURES AND PRACTICES:

- To comply with all the Trust policies, procedures and practices and to be responsible for keeping up to date with any changes to these.

10 WORKING CONDITIONS:

- Confined spaces, i.e. air conditioning plant for access to motors and controls, services in ceiling voids and below floors, drains including manholes, also at heights and scaffolding after appropriate training.

- Excessive heat, dust, noxious fumes, noise, i.e. Boiler house work, Plant rooms, Sterilisers and Underground Service Ducts.
- Frequent handling of hazardous pool dosing chemicals, i.e. Calcium Hypochlorite and Sodium Bisulphate and Steam Boiler water chemicals.
- Frequent exposure to body fluids (blood, bedpan macerators & foul sewage)
- Occasional exposure to unpleasant conditions working outside in inclement weather.

Person Specification

| | Essential | Desirable |
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| Qualifications | <ul style="list-style-type: none"> • NVQ level 3 Or Completed recognised apprenticeship Or Relevant experience within trade specialism | <ul style="list-style-type: none"> • Health and Safety Qualifications or modules of technical qualifications (IOSH One Day Working Safely, CSCS Gold card). • City and Guilds 2391/4/5 Inspection & Testing |
| Experience and Knowledge | <ul style="list-style-type: none"> • Background of mechanical work in the building industry/maintenance work. • A clear understanding of health and safety procedures in theory and practical application. | <ul style="list-style-type: none"> • Relevant experience of NHS hospital environment. • Installation and/or maintenance experience in an industrial or domestic or commercial setting. • PLC knowledge and experience |

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| <p>Skills</p> | <ul style="list-style-type: none"> • Ability to interpret & work from drawings & specifications. • Demonstrable ability to interpret & fault find on a diverse range of complex systems and installations. • Ability to communicate clearly and effectively with others, mainly verbally & in writing. • Demonstrable competence in dealing with difficult and/or stressful circumstances. • Ability to share skills and knowledge with others in line with best practice. • Ability to work without supervision. • Awareness of limits of own knowledge and ability/willingness to seek guidance and support. • A willingness to work flexibly and in a versatile manner to cover maintenance on a wide variety of plant & equipment. • Ability to work on own initiative and as part of a team. • Ability to prioritise own work. • A willingness to demonstrate reliability & flexibility in their contribution to service delivery in the face of changing service demands. | <ul style="list-style-type: none"> • Demonstrable knowledge of other trades |
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| | <ul style="list-style-type: none"> • A focus on customer service • Willing to undertake training relevant to the post. • Willing to engage in new and innovative working practices to improve the service. • A commitment to own continuous personal development. • Basic IT skills or willing to learn | |
| <p>Other</p> | <ul style="list-style-type: none"> • Participation in on-call system • Ability to undertake on-line training statutory and mandatory training as required. • Ability to travel as necessary to meet the requirements of the role. | <ul style="list-style-type: none"> • Ability to work overtime |

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.



