Moving to EXCELLENCE

The Shrewsbury and Telford Hospital NHS Trust

PATHOLOGY IT LEAD 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.

- This role supports the Pathology team by helping to manage and improve the IT systems used across laboratory services
- Provide day-to-day support for Pathology IT systems, helping users solve problems and making sure systems work effectively
- Install, maintain and troubleshoot computer equipment and software, including printers, scanners, barcode readers and laboratory systems
- Support the introduction of new digital systems and technologies, helping to improve services and ways of working across Pathology
- Deliver training and guidance to staff and customers so they can use Pathology software systems with confidence.
- Work with colleagues, suppliers and other departments to maintain data quality, system performance and secure access to clinical systems.
- Help develop and test new systems, reports and processes while ensuring work meets quality, information governance and accreditation standards.

Job Description

Job title:	Pathology IT Lead Support Officer
Grade:	6
Site:	The Royal Shrewsbury Hospital
Accountable to:	Pathology IT Manager
DBS required:	No

Job Purpose

This post will provide a key support role during a period of significant change within Pathology. The purpose of the post is to back-fill the duties of the current Lead Support Officer who will be engaged in the new LIMS and Ordercoms system projects. The post-holder will therefore work closely with the current LSO and the Pathology IT manager. The role involves a very variable range of activities: system administration roles, delivering training in software systems, hardware and software installation and trouble-shooting (including scanners, printers, barcode readers etc.), verification and validation of systems and data flows. There will be opportunities to contribute significantly to service development as the departments move to new

equipment, tools and devolved laboratory models. The post will require the post-holder to work at both the PRH and RSH site.

Main Duties and Responsibilities

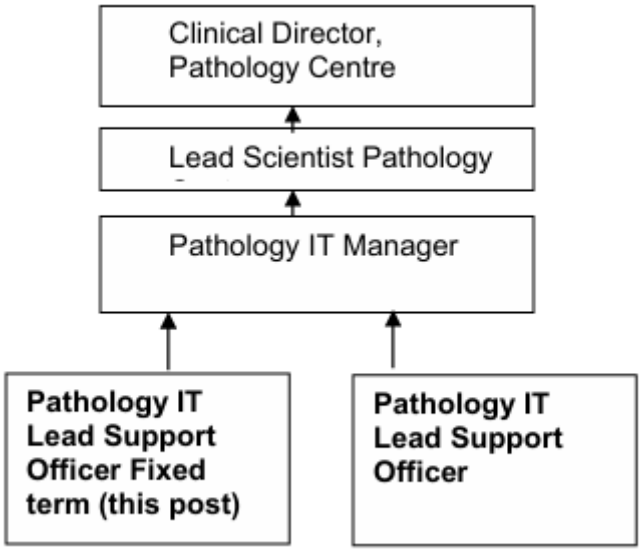
- Provide first and second line support to users on matters relating to Pathology IT, resolving or referring matters as appropriate
- To act as the lead, under the guidance of the Pathology IT Manager, for the support systems in use within Pathology (those not directly providing clinical testing data)
- To actively support the Pathology IT Manager in the implementation and maintenance of major digital systems in Pathology, including (but not limited to) Whole Slide Imaging, Order Communications, links to external reporting systems both locally and regionally
- To support the Pathology IT Manager in the delivery of the Digital Pathology project for SaTH; in terms of hardware and software implementation and support for training where required
- To engage directly with a variety of service users around Digital Pathology; this may include external suppliers, Infrastructure engineers/architects, internal Pathology departments, other clinical departments involved in MDTs.
- Lead development of tools to support the business intelligence aspirations that maybe achieved through digitisation within Cellular Pathology.
- To liaise directly with system suppliers to enable updates and trouble-shooting; particularly in relation to support systems in use solely within Pathology
- To support the Pathology IT team in maintaining the IT systems and associated hardware used throughout Pathology. Examples include: printers, scanners, barcode scanners, PCs, servers, machinery interfaces etc.
- To coordinate the Pathology IT team in installing, maintaining, upgrading, verifying and validating the software systems and any associated upgrades used throughout Pathology; to include major updates to Trust infrastructure such as ongoing Windows updates Examples include Roche Vantage, SECTRA, Telepath, Autofate, Data Innovations, Review, t-Quest, Dart Viewer.
- To provide training and support to Pathology customers in the use of customer-facing software systems in primary and secondary care
- To act as the first-line support to external users of Pathology systems, triaging requests as appropriate to the Pathology IT Manager / Pathology IT team
- To act as the first point of contact with external users to enable and maintain access to internal clinical systems
- To support training and support to Pathology staff in software systems as appropriate.
- To perform administration duties regarding Pathology software systems

- To extract and manipulate data as requested by the Pathology IT manager or Head/Deputy Head BMS eg impact of demand management projects, data quality.
- To develop an understanding of the inter-relationships and IT mapping required to take a test or user from request to report, and to use this knowledge to safely and effectively work with laboratory staff to implement change requests and ensure associated administration, validation and record-keeping is maintained
- Contribute to the development and maintenance of the service under the leadership and direction of the Pathology IT manager. Examples include 18. Expanding the test catalogue available on the electronic requesting system, including bringing further aspects of Cellular Pathology “online”.
- Contributing to data quality projects and developing & monitoring data quality dashboard/ targets
- Supporting development / validation /verification of new data feeds
- Support new connectivity initiatives such as Point-of-care testing
- Propose changes to IM&T systems, policies, & procedures
- Supervise the Pathology IT Support Officer in their duties, utilise them as appropriate in support of validation of key support systems where appropriate
- Work within, and contribute to the maintenance of, UKAS accreditation standards and Trust standards as they relate to IT and information governance. Examples include
- Performing validation and verification exercises for software, data flows, and operational processes
- Logging regular and sporadic data extraction , maintaining records
- Assisting in regular data asset review and risk management assessments
- Installation , administration, maintenance and troubleshooting of IT hardware systems in use throughout the laboratory e.g. PCs printers scanners networking infrastructure
- As appropriate support, administration, maintenance of software systems in use throughout the laboratory eg Q-Pulse, Inventory management software, Windows based software, Speciality specific software, t-Quest, Review, Telepath, etc
- Extraction and performing manipulation of data under the direction of the IT manager.
- Assist in developing and delivering eg data quality standards.
- Perform sufficient checks of major clinical systems to ensure the business critical elements are operational, identify any anomalies and discuss with the Pathology IT Manager / Trust IT as required; this will also, on occasion, require liaison with key clinical system suppliers in the Pathology IT Manager’s absence.
- The post-holder must develop knowledge of the ISO standard requirements relevant to the medical laboratory and the Trusts IT and informatics systems. They must use this knowledge to ensure that all areas of their own work are performed in compliance with these standards. Eg ensuring that any for any

change, testing protocols are designed, performed and documented within the Quality Management system

- Freedom to act independently of direct supervision, and make decisions around configuration to support Pathology systems in use.
- The post holder will work alongside the Pathology IT Manager to assign priority to work requests and escalate issues as appropriate
- The post holder will have a duty to appraise the Pathology IT Manager of progress in delivering agreed programs of work

Organisational Chart



Responsibilities for Education and Training

- Ensure own mandatory training is undertaken for non-clinical staff (such as safe moving and handling, fire prevention etc) and attend other relevant training programmes to keep up to date.
- Take part in the Personal Development Review process, identifying own training needs for continued personal development.

Communications and Relationships

Consultants, medical staff, general practitioners, medical secretaries, outpatient, specialist nursing staff, all staff throughout Health Records and Patient Access. There will be significant engagement with external suppliers, and to be able to communicate in both IT-specific terms but also plain English for end users, assessing the needs and understanding of the person / group being engaged.

Person Specification

	Essential	Desirable
Qualifications	• Knowledge of a range of IT areas acquired through qualification to degree level or equivalent, or relevant experience • 5 GCSE (or O-level or equivalent) including Maths & English at Grade C or above	• GCSE (or equivalent) in IT and science • ITIL Foundation certificate
Experience and knowledge	• Experience of working within NHS Pathology IT support including helpdesk • Good working experience of hardware & software support, maintenance & implementation • Sound knowledge of Telnet powerterm Telepath & Ordercomms systems • Experience of planning IT systems upgrades, hardware rollouts, system upgrades and patching • Has knowledge of and works within information governance standards • Awareness and experience of formal validation and verification reports for software systems	• General knowledge of networks, internet protocols, and electronic messaging including analyser interfacing. • Knowledge of UKAS accreditation standards as they apply to informatics and IT • Experience of teaching non-expert software users

Skills	• Plans work effectively-liaising with digital and scientific teams to deliver work efficiently whilst minimising service interruptions • High level of written and verbal communication skills ability to communicate to non-IT experts and IT experts alike • Able to draw out problems so that they are effectively described • Willingness to express own opinions, communicate and address problems early • Good written skills: able to clearly and effectively summarise reports on faults/verification etc for permanent record • Able to multi-task • Able to prioritise according to service need • Ability to work to deadlines, time management skills • Ability to work independently based on a brief • Comfortable with requesting clarifications, reporting progress, seeking help with problems • Eye for detail	• Keyboard skills • Works within the systems available but ability to see and suggest better ways of working (that are achievable) •

	• Methodical approach to system changes	
Other	• Able to work across multiple sites • Natural desire for good processes and operational efficiency. • When making changes- has natural tendency/willingness to review potential impact on whole system • Respect for professional and job boundaries • Pleasant manner when teaching or handling queries • Respect for information governance policies	
Values and Behaviours	• Demonstrates a commitment to treating colleagues, patients and others with dignity and respect. • Maintains appropriate professional boundaries, including in digital communications and social media. • Supports the principles of the NHS Sexual Safety Charter and is willing to speak up about inappropriate behaviour. • Will comply with Trust policies and required training relating to sexual safety, harassment and	

	respectful workplace conduct.	

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 providing a safe, respectful and inclusive working environment, free from sexual misconduct, harassment and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust takes a zero-tolerance approach to unwanted, inappropriate or harmful sexual behaviour and will support colleagues affected by such behaviour. The Charter recognises the right of everyone working, training and learning in healthcare to feel safe and supported at work.

The Trust will take all reasonable steps to prevent sexual harassment in accordance with the Equality Act 2010, the Worker Protection (Amendment of Equality Act 2010) Act 2023 and subsequent applicable legislation. This includes considering risks arising from colleagues, patients, relatives, visitors and other third parties.

All employees are required to treat colleagues, patients and others with dignity and respect, maintain appropriate professional boundaries, and comply with Trust policies, procedures, behavioural standards and training relating to sexual safety, harassment, discrimination and respectful workplace conduct.

Employees are encouraged to raise or support concerns about sexual harassment or misconduct through the Trust's established reporting routes. The Trust will not tolerate victimisation, retaliation or detriment arising from a concern raised in good faith.

- Uphold the Trust's commitment to a safe, respectful and inclusive working environment, free from sexual misconduct, harassment and discrimination, in accordance with the NHS Sexual Safety Charter, Trust policy and applicable legislation.
- Maintain appropriate professional boundaries and act in accordance with the Trust's values, policies and procedures relating to dignity, respect, inclusion and professional conduct.
- Speak up about, report or appropriately escalate inappropriate behaviour, and support a culture in which concerns are taken seriously and colleagues are protected from detriment.

- Complete required learning and participate in reasonable measures introduced by the Trust to prevent harassment and maintain sexual safety.

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.

