Moving to EXCELLENCE

NHS
The Shrewsbury and Telford Hospital
NHS Trust

PATHOLOGY IT 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.

- Support the Pathology department by helping to keep IT systems, software and equipment working effectively during system updates and the introduction of a new laboratory information management system (LIMS).
- Provide first-line support to staff and external users, helping to resolve IT issues, answer queries and make sure users can access the systems they need.
- Deliver training and guidance to Pathology staff and customers so they can confidently use laboratory software and follow best practice.
- Help maintain high standards of data quality by checking records, carrying out audits and supporting improvements to processes and systems.
- Work closely with Pathology, Trust IT teams and project leads to test new systems, report issues and support the safe rollout of software updates.
- Maintain accurate records, follow information governance and accreditation requirements, and contribute to the continuous improvement of Pathology IT services.

Job Description

Job title:	Pathology IT Support Officer
Grade:	4
Site:	The Royal Shrewsbury Hospital with cross site working at The Princess Royal Hospital, Telford
Accountable to:	Pathology IT Manager
DBS required:	No

Job Overview

As a Pathology IT Support Officer, you will support the day-to-day business continuity of the Pathology department as a major program of system updates progresses. The scope of this will involve housekeeping of departmental hardware and software to support the existing Pathology IT team, and supporting training of Pathology staff throughout the implementation of a new laboratory information management system. Communication will be critical requirement in this role, ensuring key work stream leads are kept up to date to enable reporting of testing issues which can be escalated through the project team.

Main Duties and Responsibilities

- 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.
- Support laboratory data quality promotion; both through training laboratory staff but also retrospective patient record merging.
- Assist in data quality auditing and ensuring actions / outcomes are escalated to the Pathology IT Manager
- To support the Pathology IT team in 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
- To independently assure testing of key non-clinical IT systems and coordinate software rollouts directly with discipline operational leads
- To provide training and support to Pathology customers in the use of customer-facing software systems in primary and secondary care
- To act as a first-line support to external users of Pathology systems, triaging requests as appropriate to the Pathology IT Manager / Pathology IT team
- To escalate complex issues based on professional judgment and initial direct engagement with either service users or system suppliers, either within the Pathology IT team or directly with external support teams
- 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.
- Provide first line training and support in specialist Pathology software systems
- To perform administration duties regarding Pathology software systems
- Propose changes to IM&T systems, policies, & procedures
- Engage in software developmental testing and process improvement works both internally within the Pathology IT team and with laboratory leads
- Support 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
- Maintain and add to access control registers, grant access as appropriate to Pathology and external staff (Pathology specific software)
- Work alongside Trust IT in delivering and validating hardware within Pathology as “fit for purpose” according to agreed acceptance criteria.
- Assisting in regular data asset review and risk management assessments Support users and IT colleagues in a support capacity during implementation

of system updates and releases, this may involve “floor walking”, 1-1 support or via service desk

- Provides and receives complex and / or sensitive information which may be complicated and can provide training in own area of expertise
- Ensure the hardware and peripherals in the test environment are up to date, working and reflective of the equipment used in the live environment.
- Liaise with workstream leads, IT / Pathology colleagues to assist with operational and IT readiness for system updates and releases
- To maintain a sound knowledge of the patient systems and an understanding of their potential use and end purpose at SaTH, including their potential impact on both patient care and trust performance (e.g. data quality, income, targets).
- Be able to communicate a range of complex processes supported by those systems to groups of staff and project implementation staff 26.Develop and maintain professional relationships with all disciplines within and outside of the Trust.
- To ensure that your specialist knowledge of the LIMS applications being maintained is current.
- To ensure that your knowledge and expertise is backed by appropriate qualifications (A Level, NVQ, or equivalent, experience of specialty)
- To ensure that your qualifications and / or experience is current and broad over the various skills of the role, this includes any Clinical qualifications and management qualifications.
- You will manage tasks and activities which may require adjustments to priorities in order to satisfy business needs.
- 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
- Follow departmental policies / guidelines and maybe required to comment / input. Maybe required to implement new proposed changes to working practices and procedures to comply with new legislation
- 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 7 accounts, system rights etc
- Adopts a best practice approach from the changes made within team systems promoting and training on those changes where appropriate.

- Responsible for the acceptance testing of new versions of software and development changes released for implementation into the Production environment.
- 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

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.

Communication and Relationships

Patients, Consultants, medical staff, general practitioners, medical secretaries, outpatient, specialist nursing staff, all staff throughout Health Records and Patient Access, other hospitals and members of the public.

Person Specification

	Essential	Desirable
Qualifications	• Educated to A level or above (A-Level, NVQ, CertHE) or equivalent experience	
Experience and 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. • Influencing, motivation and negotiation skills • Ability to work across organisational and	

	professional boundaries • Excellent presentation and written communication skills • Ability to prioritise and plan use of resources • Proactive, Self-motivated, Patient, Attention to detail, Logical and analytical approach. • Proactive approach to problem solving. • Ability to develop and maintain working relationships, both internal and external. • Flexible approach to working time. • Able to work to strict deadlines	
Other	• Able to travel between all hospital sites	
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.