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.

- This role supports the Pathology IT team as they bring in new computer systems and keep current systems running safely.
- It includes helping staff with IT problems, setting up and fixing hardware and software, and giving training to people who use Pathology systems.
- The job also involves working on major projects, including replacing key laboratory systems and updating equipment.
- You will help check that new systems work properly, keep good records, and follow important quality and safety standards.
- The role is based across both PRH and RSH sites, and because of project demands, home or flexible working will be limited.

Job Description

Job title:	Pathology IT Support Officer
Grade:	Band 5
Site:	The Royal Shrewsbury Hospital
Accountable to:	Pathology IT Manager
DBS required:	None

Post Purpose / Summary

This post will provide a key support role to the Pathology IT manager and team as we seek to implement and transition to new IT systems . The business -as-usual 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. In this fixed term role you will play an important role in three key projects which are replacement of the LIMS & Order Coms systems and equipment refresh projects. Utilising and developing your current system expertise and working with colleagues to ensure that the building of the new systems, and the transitioned to new maintenance and administrative processes and procedures are delivered in a timely and safe way. The post will require the post-holder to work at both the PRH and RSH site. The needs and intensity of the project plans as well as supporting current systems will limit options for home and flexible working.

Main Duties and Responsibilities of the post holder

- Provide initial first-line helpdesk support to users on matters relating to Pathology IT, resolving or referring matters as appropriate
- To support the Pathology IT manager in maintaining the IT systems and associated hardware used throughout Pathology. Examples include: printers, scanners, barcode scanners, PCs, servers, machinery interfaces etc.
- To support the Pathology IT manager in installing, maintaining, upgrading, verifying and validating the software systems and any associated upgrades used throughout Pathology.
- Examples include Telepath, Autofate, Data Innovations, Review, TQuest, Dart Viewer.
- To provide training and support to Pathology customers in the use of customer facing software systems in primary and secondary care
- To provide 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 required by the Pathology IT manager 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
    - Expanding the test catalogue available on the electronic requesting system
    - 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
- 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

Systems and Equipment

- Installation, administration, maintenance and troubleshooting of IT hardware systems in use throughout the laboratory eg PCs printers scanners networking infrastructure
- As appropriate support, administration, maintenance of software systems in use throughout the laboratory eg QPulse, Inventory management software, Windows based software, Speciality specific software, TQuest, 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.
- 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.

Decisions, Judgements and Freedom to Act

- Importantly the post-holder must develop an awareness of the potential complexity of any superficially simple decisions within the department and make judgements whether to seek assistance or defer accordingly. They will be responsible for ensuring that change is suitably documented and verified within the quality management system. The post-holder will work on their own initiative and work independently as appropriate to identify and resolve problems. Administration and house-keeping workload will be performed to protocol but the post-holder will identify trends & problems and suggest & implement changes to improve matters.
- The post-holder may suggest changes to policies and procedures or contribute in significant terms to service re-design or improvement through IT development. The postholder will assist in evaluating technical documents and systems.

Communication and Relationships

- The training and trouble-shooting roles of the post require considerable communication skills and the ability to overcome barriers to understanding. Eg For the electronic requesting system the post requires communication with a wide variety of users from nurses to consultant physicians and GPs. It requires the ability to communicate in ‘layman’s’ terms to users and translate that into various grades of increasingly specialised ‘laboratory’ and finally ‘IT’ dialogue.

- The post-holder must be able to judge the appropriate level at which to communicate, judge the effectiveness of the communication and then adapt as appropriate.
- The post-holder will be required to support laboratory staff in simple troubleshooting of hardware and software problems and must be able to 7 understand the impact on laboratory staff of apparently small issues which can affect workflow considerably and cause stress
- The post holder will always observe the Trust policy on confidentiality and disclosure of information

Physical, Mental and Emotional demands of the post

- The post-holder must be able to assimilate the process-based culture of the laboratory and the need for 99.99% success rate in transactional processing. This is achieved by rigorous process mapping to co-ordinate any change to the inter-related systems involved. Attention to detail, good record-keeping and the ability to think both linearly and laterally are required for systems administration and development. In contrast, in clinical facing areas, there will be times when acceptance of pragmatic solutions is required.
- There is a likely to be frequent interruption. The post holder must be able to multi-task and needs to be able to prioritise, risk assess, trouble-shoot within the range of their activities and as directed by the IT manager.
- The post holder may occasionally have to deal with the negative or emotional behaviours of clinicians or staff that are experiencing IT related difficulties.

Working conditions

- There is the requirement to work within the laboratory environment. Potential sensory exposure to smells, sights, and chemicals related to the nature of laboratory work.
- There may be uncomfortable working temperatures in the summer months, particularly in laboratory areas with automated equipment. There will be occasional exposure to a high level of background noise if working in laboratory areas.
- Office spaces are usually shared and hence noisy. Space is limited and IT equipment may be stored in office spaces
- Handling of IT equipment based in the laboratory e.g. keyboards represents a potential exposure to infectious material.

Person Specification

	Essential	Desirable
Qualifications	• Knowledge of a range of IT areas acquired through qualification to degree level or equivalent, or relevant experience • Or Degree in biomedical science and considerable portfolio of working within Pathology IM&T at administration and support level • 5 GCSE including Maths & English at Grade C or above	• GCSE in IT and science • ITIL Foundation certificate
Experience	• Experience of working within NHS Pathology IT support • Experience of hardware support • Works within the systems available but ability to see and suggest better ways of working (that are achievable) • Comfortable with requesting clarifications, reporting progress, seeking help with problems • Methodical approach to system changes	• Experience of Microsoft Excel, and access • Ethernet LAN/WAN networking • Familiar with information governance standards • Production of validation and verification reports for software systems • Experience of teaching non-expert software users

Knowledge and skills	• Extensive knowledge of Windows, cache, (+/- Telnet powerterm & Telepath) • Good verbal communication skills • Able to draw out problems so that they are effectively described • Good written skills: able to clearly and effectively summarise reports on faults/verification etc for permanent record • Ability to work to deadlines, time management skills	• Knowledge of UKAS accreditation standards as they apply to informatics and IT
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.