

Personal Assistant to Centre Management Team

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.

- Provide high-quality secretarial and administrative support to the Centre Management Team, helping services run smoothly and efficiently.
- Act as a key point of contact for staff, patients, relatives and external organisations, dealing with enquiries in a professional and confidential manner.
- Manage complex diaries, meetings and events, including preparing paperwork, taking minutes and coordinating follow-up actions.
- Prepare reports, presentations and other documents, using information from a range of systems to support decision-making and service improvement.
- Organise and monitor administrative projects and workstreams, tracking progress and helping to resolve issues as they arise.
- Support the development of better ways of working by improving administrative processes, using technology effectively and helping to train and support colleagues.

Job Description

Job title:	Personal Assistant to Centre Management Team
Grade:	4
Site:	The Princess Royal Hospital, Telford
Accountable to:	Centre Manager / Deputy Divisional Director
DBS required:	No

Job purpose

To provide a comprehensive, professional and confidential secretarial and administrative service to the SACC Deputy Divisional Directors or Centre Management Teams [Deputy Divisional Directors / Centre Manager, Matron, Clinical Director, Operational Manager]. The post holder will manage a broad range of non-routine administrative processes, exercising judgement when dealing with complex enquiries, and coordinate administrative functions across the service. The role requires specialist knowledge of administrative systems, Trust policies and procedures, and some medical terminology. The post holder will work independently within clearly defined policies and will provide day-to-day coordination, and support to the Centre Management Team as required.

Main Duties and Responsibilities

Communication and Relationship Skills

- Provide and receive complex, sensitive or contentious information/enquires from staff (in any department), clinicians, patients, relatives and external stakeholders, requiring tact, diplomacy and persuasive skills.
- Communicate complicated administrative information verbally and in writing to internal and external contacts.
- Act as a key point of contact for the Centre Management Team, resolving enquiries independently where possible and appropriately escalating matters as required.
- Prioritise and delegate of incoming correspondence and telephone calls as necessary.
- Demonstration of own responsibilities to new or less experienced members of staff.
- May induct, support and train new administrative staff in departmental procedures and systems and provide supervision/leadership.
- Liaises with own and other departments.

Knowledge, Training and Experience

- Apply advanced knowledge of secretarial and administrative procedures, the majority of which are non-routine.
- Use specialist knowledge of Trust systems (e.g. electronic patient records, finance systems such as Oracle, rostering systems, data reporting tools).
- Understand and apply medical terminology, governance processes and organisational policies.
- Contribute to the development of improved administrative systems and processes within the service e.g. help identify cost, time and resource efficiencies, utilising electronic and AI technologies.

Analytical and Judgement Skills

- Exercise judgement when managing complex diaries, conflicting priorities and urgent operational issues, involving facts or situations, some of which require analysis. e.g. when deciding how to respond to queries, making decisions around diary commitments and how meetings will be organised.
- Analyse information to resolve problems relating to meetings, , job planning or service delivery.
- The postholder will, with a significant degree of independence, decide when it is necessary to refer to their manager. When to escalate issues appropriately they will endeavour to proposing workable solutions.

Planning and Organisational Skills

- Manage multiple diaries for the Centre Management Team and adjust plans in response to changing priorities /conflicting diary appointments.
- Plan and organise/coordinate complex activities (which may be ongoing) including meetings (e.g. governance and operational), interviews, workshops, MDTs, job planning meetings and service development events.
This may include:
 - Booking venues
 - Confirming speakers, representatives and/or guests
 - Arranging catering
 - Preparation of correspondence reports, ad-hoc papers and all associated administration
 - Take, transcribe and distribute formal minutes in a timely manner
 - Provision of suitable travel and accommodation arrangements for the Centre Management Team.
- Use of audio and AI transcription.
- Prepare reports, presentations and briefing papers using advanced IT skills.
- Planning and organisation of own portfolio of projects on behalf of the Centre Management Team.
- Gathering and analysis of information to contribute towards projects and/or Divisional reports.
- Coordinate administrative workstreams (e.g. projects) and oversee completion of agreed actions, including tracking progress and producing updates.
- Follow-up of specific issues on behalf of the Centre Management Team and proposing solutions where possible.
- Provision of support to the Centre Management Team as required in delivering projects.

Information and Data Management

- Create, develop and maintain office systems/information systems such as databases and spreadsheets to monitor performance and project progress, implementing a bring forward system for pending and unresolved items.
- Updates, maintains, and stores clinical or non-clinical records.
- Accurately maintains electronic and/or hard copy record and holds responsibility for maintaining storage and retrieval systems; paper or electronic.
- Implement electronic filing systems where appropriate.
- To be aware of, and follow, all relevant Trust policies including those on information governance and data protection.
- Ensure accurate data entry, record maintenance and compliance with information governance standards.

Policy and Service Development

- Implement Trust policies and procedures within own work area, comment on and propose improvements to local office administrative policies and working practices, suggesting changes as appropriate.
- Support service improvement initiatives through administrative coordination and data analysis.
- To be guided by standard operating practices and well-established procedures however, the postholder will have to handle many matters that are non-routine and will require specialist knowledge of a range of work procedures and practices.

Responsibility for Financial and Physical Resources

- Order and maintain office supplies and administrative stock.
- Process contract orders and receipting of invoices on Trust finance systems, e.g. submitting and receipting Oracle invoices for insourcing companies.
- May handle cash or patient valuables.
- Be aware of policies relating to financial matters (e.g. fraud, expenses claims) and direct individuals to the correct paperwork (e.g. authorised signatory forms).

Responsibility for Human Resources

- Provide day-to-day coordination of administrative staff, such as updating rotas, calculating annual leave entitlements, generating return to work and other HR related paperwork, submitting documentation to Pay Services as required.
- Demonstrate duties and train new or less experienced staff in departmental systems and procedures.

Freedom to Act

- Work independently within clearly defined occupational policies and procedures.
- Manage own workload and prioritise tasks without direct supervision.
- Seek guidance from line manager on complex or unprecedented issues.

Physical, Mental and Emotional Effort

- Frequent concentration required (and individual may be interrupted) for complex administrative tasks, where the work is unpredictable due to urgent requests, e.g. problems with scheduling or rostering that require urgent amendments, urgent need for data or information for colleagues/meetings.
- Extended use of VDU equipment.
- Occasional exposure to distressing or sensitive information, including clinical correspondence and contact with distressed patients or relatives.
- Combination of sitting, standing and light physical effort (e.g. handling records, moving equipment).

- The post holder will frequently be required to sit or stand in a restricted position for a substantial proportion of the day.

Person Specification

	Essential	Desirable
Qualifications	• NVQ Level 3 or equivalent qualification or experience • Good basic education (may be demonstrated through formal qualifications such as GCSE's or A Levels) • Evidence of a commitment to continuous professional development	• NVQ Level 3 in administration
Experience and Knowledge	• Significant experience in an administration and personal assistant role • Experience of handling non-routine queries and problems, using experience and based upon intermediate-level theoretic knowledge • Knowledge of secretarial or administrative procedures and systems • Evidence of ability to deal with confidential and occasionally complex and	• Experience in the NHS

	sensitive matters with diplomacy and expertise • Evidence of ability to manage own workload effectively	
Knowledge and skills	• Clear communicator both in writing and verbally • Able to share information with tact or persuasive skills where necessary • Able to analyse situations and information • Must be proficient in the use of Microsoft Office and have advanced keyboard skills • Proficient in minute taking and transcription of formal meetings • Able to demonstrate organisational skills • Evidence of personal assistant experience within a senior management team	• Trust IT products such as e-Rostering software or ESR

General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;

- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution

and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.



Proud to have signed
The Pregnancy
Loss Pledge

