

PROJECT COORDINATOR – CANCER SERVICES

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 helps coordinate projects that improve cancer services and patient care across the Trust.
- The post holder will support and lead improvement projects, helping to make sure work is completed on time and achieves positive results.
- They will work closely with clinical and non-clinical teams, building good relationships and supporting staff through change.
- The role includes organising meetings, preparing reports and project documents, tracking actions, and providing administrative support to the Cancer Services team.
- The post holder will use data and information to identify opportunities for improvement, monitor progress, and support better patient pathways.
- Strong communication, organisation, and computer skills are essential, along with a commitment to NHS values, confidentiality, and putting patients at the centre of everything they do.

Job Description

Job title:	Project Coordinator
Grade:	5
Site:	The Royal Shrewsbury Hospital
Accountable to:	Head of Cancer Services
DBS required:	No

Job Purpose

The Project Coordinator in the Cancer Services team will provide project and administrative support to ensure Cancer Services successfully deliver transformation and improvement projects to cancer pathways.

The postholder will utilise strong communication and organisation skills to coordinate project delivery for clinical and non-clinical stakeholders. The post holder will be required to take responsibility for leading on delegated projects. They will also support administration within Cancer Services.

In all their work the postholder will have a patient-centred approach to deliver trust and national strategy and uphold the NHS values.

Main Duties and Responsibilities

Project Management

- Ensure project objectives and deliverables are achieved efficiently and effectively, while also taking responsibility for leading allocated projects within the wider strategic portfolio.
- Attend meetings as an ambassador of the SATH Cancer Services Team, encouraging improvement, demonstrating cases for change, and subsequently tracking and completing meeting actions.
- Produce project documentation including PID, plans, reports, spreadsheets and any other documentation as required. Track projects in an effective and accessible way, utilising Microsoft software such as Teams and Sharepoint.
- Anticipate work that will be required and raise risks or issues whilst offering options for solutions.
- Utilising knowledge of project management, cancer pathways and the NHS, generate project ideas and detailed delivery options. Anticipate different trajectories and means of delivery to encourage new ways of working and contribute to other's ideas.
- Sensitively convey information around changes in informative and proactive ways to a variety of staff who may have concerns or objections.
- Represent Project Managers in their absence as required.
- Alongside Project and Senior Managers, ensure that projects are delivered on time, within cost and with a full realisation of benefits.
- Contribute to the review and development of policies and procedures related to Cancer Services or improvement projects. Ensure correct governance is followed for effective establishment of policies/ procedures.

Communications and Relationships

- Communicate effectively with wider teams, including strategic, clinical and operational staff in the trust, and gain consensus on the scope and contents of project plans.
- Establish and maintain working relationships with a wide variety of staff and stakeholders, tailoring communication to their focus whilst ensuring all work is towards a common goal.
- Motivate others, who may have a variety of priorities, to achieve improvement. Listen and work out solutions to any concerns that are raised.
- Handle sometimes difficult conversations around work and negotiate towards positive outcomes for all involved.
- Respond helpfully to staff queries on an ad-hoc and sometimes disruptive basis.

- Respond to and support patient queries by phone in a friendly manner, handling routine matters by providing non-clinical advice and escalating where necessary.

Administration and Organisation

- Ensure all business is carried out within the Trust's Standing Orders and Standing Financial Instructions.
- Contribute to the development of business cases.
- Monitor data and KPIs, making judgements of if issues need raising and suggesting solutions.
- Prioritise work when plans change at short notice. Anticipate administrative tasks such as the formation and circulation of papers.
- Write meeting notes, formal minutes, and action logs, proactively following up on actions as required by the work.
- Maintain a high degree of confidentiality, professionalism and personal integrity.
- Organise general administration, including booking meetings, maintaining filing systems, and handling other office procedures.
- Ensure compliance with Information Governance and Corporate Records policy.
- Update intranet and internet pages as required, ensuring information is accessible and tailored for its intended audience.
- Support investigations into complaints and incidents as required.

Analytics

- Consider wide ranges of complex information, including cancer pathway data, demand and capacity data, the nature of services, and the operational requirements of delivering standards of care. Understand this information to identify opportunities and risks to improving performance and care. Demonstrate this understanding to others by producing reports, graphs, or general communications.
- Utilise cancer data to inform project directions and needs, and in communications with other staff to help them understand current and desired states.
- Use detailed knowledge of healthcare and cancer services and develop own understanding where required on innovative improvements in the delivery of care.
- Identify interdependencies in work early on to include all relevant stakeholders and project requirements.
- Effectively research subjects and processes to deliver evidence-backed improvement, using professional curiosity to confirm information.

- Analyse and audit current performance to ensure improvement in timely and quality delivery of care, and the quality collection and use of data, and propose improvements using evidence and clear roadmaps to achieve them.
- Where appropriate, input accurate data into databases and the Somerset Cancer Register directly.

Change Management

- Support staff through the process of change and provide in-person support for teams if required.
- Facilitate the development of improved patient pathways, utilising service improvement methods.
- Coordinate meetings, including booking venues, creating presentations and materials, and inviting attendees.
- Provide and organise training, both informal and formal, on changes and projects.
- Run presentations for staff on projects as required.

Financial and Physical Resources

- Assist in maintaining stock for the department.
- Responsible for careful use of office equipment used by self.
- Be an authorised signatory for small payments.
- Monitor costs and budgets of projects and office expenditure, ensuring effective use of NHS money.

General

- Have advanced keyboard and computer skills. Utilise an advanced knowledge of Microsoft software, including Excel, Outlook, Planner, SharePoint and Teams. Effectively use NHS clinical and non-clinical systems.
- Work in an office environment.
- Use a VDU (video display unit) more or less continuously.
- Lengthy periods of concentration are frequently required as fundamental part of this job. Additionally, interruptions are likely due to the fast-paced nature of cancer pathways.

Person Specification

	Essential	Desirable
Qualifications	• Educated to Degree level in a relevant subject or equivalent level of qualification or significant equivalent previous proven experience in specialist area. • Evidence of professional development	• Awareness of project and programme management • Training relevant to Cancer Services
Experience	• Experience in supporting projects. • Current or recent NHS experience in a cancer related area. • Experience of building productive relationships with internal and external stakeholders.	• Previous experience in a similar role in a healthcare or public sector environment • Insight into relevant clinical disciplines and requirements of clinical services and staff.
Knowledge and skills	• Works well with others, is positive and helpful, listens, involves, respects and learns from the contribution of others. • Consistently looks to improve what they do, look for successful tried and tested ways of working, and also seeks out innovation. • Able to work on own initiative, organising and	• Advanced knowledge of Microsoft Office packages in particular MS Planner / Teams, Powerpoint, and Sharepoin

	prioritising own and other's workloads to changing and often tight deadlines. • Ability to communicate, both verbally and in writing, on complex matters and difficult situations. • Ability to analyse and interpret information, pre-empt and evaluate complex issues, and recommend an appropriate course of action to address the issues. • Demonstrate a strong desire to improve performance and make a difference by focusing on goals.	
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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.

