

SOFTWARE DEVELOPER

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 works as part of a team to develop, improve and support important computer systems used across the Trust.
- You will work closely with clinical and administrative staff to understand their needs and create effective software solutions.
- The role involves testing and maintaining systems to make sure they work safely, reliably and efficiently.
- You will help investigate and resolve technical issues, providing support both during normal working hours and as part of an on-call service.
- Strong communication skills are needed to explain technical information clearly and work with colleagues, suppliers and other organisations.
- The role also requires a willingness to learn new technologies and keep skills up to date in a fast-changing IT environment.

Job Description

Job title:	Software Developer
Grade:	6 (subject to A4C review)
Site:	Shrewsbury Business Park
Accountable to:	Service Development Manager
DBS required:	No

Job Purpose

Working as a member of a team, this role has responsibility for developing, testing, and productionising new technologies, interfaces and programs. The role involves close liaison with all levels of clinical and administrative staff. This role covers a second-line support responsibility offering both in-hours and out-of-hours support for Trust systems.

Main Duties and Responsibilities

Systems design and development

- Undertake structured systems analysis, design, and programming for mission-critical clinical systems.
- Work with clinical leads / business change on design and iterative development.
- To develop new and existing information systems in line with the team's agreed coding standards to assure production of a quality product.
- Producing documentation to support the delivery of information systems and integration solutions including the setting of standards stated above.
- To acquire and maintain a knowledge of the database structures within the systems developed by the in-house teams.
- Testing of the changes to the Trust wide applications and integrations including involvement with User Acceptance Testing (UAT) to support the change.

Support

- Provide high-end systems support, working with the first-line support group as appropriate.
- Share in on-call commitment of IT Group outside of normal working hours.
- Producing documentation to support the information systems and integration solutions developed.

Specialist skills

The role will primarily involve working with:

- Visual Basic / C# / .NET / .NET core including applications programming
- Javascript / JQuery / HTML/ CSS
- Angular framework with SCSS
- HL7 messaging using Lyniate Rhapsody Integration Engine
- Legacy systems on ASP,VB6
- SQL Server 2019 onwards including stored procedures • Restful API's / Web API's

Communication and relationships

Strong communication and interpersonal skills are required for this role as:

- The post holder will be required to communicate complex information relating to IM&T and software development concepts to staff of varying levels of expertise as well as liaise with third party suppliers and organisations on complicated technical matters.
- The post holder will also need to interpret end user requirements, process maps, acceptance criteria and mock ups and translate these into working software functions, modules and applications.
- The post holder will be required to communicate on a technical level with stakeholders, external third-party suppliers, developers and engineers.

Decisions, judgements, freedom to act and planning

- The post-holder has responsibility for making development decisions appropriate to the resources of the project and available technologies in line with Trust standards.
- Work within defined deadlines as part of a team and on an individual basis.
- Responsible for own work-planning within allocated project / developments.

Mental and Emotional Effort

- The prime role of software systems developer requires significant levels of concentration and mental stamina. The post holder must respond to unpredictable work patterns to meet deadlines.
- The post-holder is invariably dealing with people whose work schedule has been interrupted by a failure of some service or system. As such the post-holder is subject to emotional stress and must work to maintain a professional and calming approach to the problem and solution.
- Many informatics related problems are multi-faceted. There can be many failure modes and effects. As such the degree of mental concentration required to understand, fix and prevent technical failure is significant.

Working Conditions

- Advanced IT literacy and keyboard skills are essential for this role and the post holder must be comfortable working for long periods reading, writing, and editing code or data at their desk and workstation for up to 8 hours a day.
- To provide out of hours support for upgrades, maintenance and on-call as required.

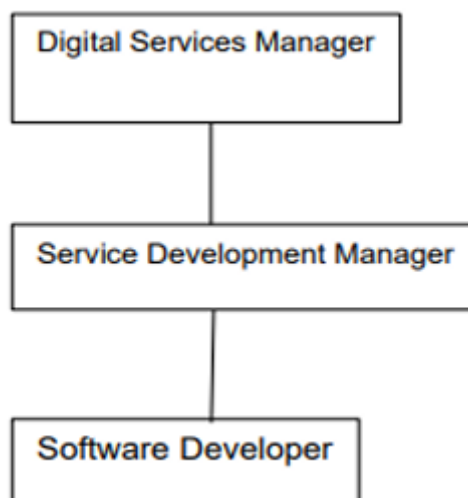
Physical Effort

- Needs to be able to carry appropriate hardware (projectors, laptops etc).
- Light physical effort for the configuration of the aforementioned hardware items. • Able to connect hardware to power sockets, LAN sockets.
- Able to move computer equipment in line with the demands of the role.

Personal/Professional Development

- The post holder will be expected to undertake on-going personal training and development to maintain relevant skills and experience in evolving software development frameworks and technologies.
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

Organisational Chart



Person Specification

	Essential	Desirable
Qualifications	• Educated to degree level and / or relevant experience within specialty.	• Evidence of ongoing personal development in the field of software development. • Understanding of medical terminology (e.g. SNOMED)
Experience and knowledge	• A good understanding of the Software Development Lifecycle. • Knowledge and experience in the key languages and frameworks: • Visual Basic / C# • .Net / .Net Core • Javascript / JQuery • ASP/VB6 • SQL • Angular framework with SCSS • Lyniate Rhapsody Integration Engine • Restful APIs / Web API's • Knowledge, experience and understanding of frontend and backend computing infrastructure such as Windows Server, SQL Server. • Familiarity with the production of technical	• Experience designing user interfaces. • Experience of software testing. • Experience of developing clinical systems. • Knowledge of agile methodologies. • Experience of working in a NHS organisation. • Awareness of NHS digitalisation strategy and direction • Knowledge of the NHS and Trust's Digital Transformation and IM&T strategy • Knowledge and experience of change management strategies and approaches • Awareness of Trust policies, particularly in relation to Data Protection and Confidentiality & Security.

	documentation to support user requirements, system design. • Good understanding of configuring Internet Information Service (IIS) and web applications. • Up to date knowledge of Information Governance standards in relationship to information flows and data collection and retention	
Skills	• Determined, self-motivated and self-reliant. • Attention to detail, accurate and a strong quality first approach. • A proactive and determined learner who is keen for continued personal development. • Ability to work flexibly. • Ability to work both in a team and independently. • Ability to cope with a large workload and to prioritise activities according to deadlines. • Logical and creative thinking skills. • Analytical and problem-solving skills on highly	• Good presentational skills

	complex systems, datasets and code. • Ability to work independently or in a team, taking responsibility for delivery of work within agreed timescales. • A thorough and organised approach. • Ability to work with a range of internal and external people. • Excellent communication skills. • Ability to advise users on application design and content • High level awareness of data quality and its importance in delivering high quality information. • Ability to use own initiative, within set parameters. • Ability to concentrate for frequent and/or extended periods. • Proficient in the use of MS Office (Word, Excel and Visio) and E mail / Internet	
Other	• The post holder may need to work outside of normal working hours when upgrades and maintenance are undertaken.	

	• Be part of an on-call schedule for the IT Group outside of normal working hours. • Ability to travel across Trust sites as required	
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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 Trust's 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.

