

BOOKING TEAM LEADER

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 is responsible for leading a booking team and making sure patients move smoothly through their care and treatment journey.
- Manage and support a team, helping with training, performance, attendance, and day to day work.
- Monitor patient appointments, tests, and treatment plans to make sure care is delivered on time and within agreed targets.
- Work closely with doctors, nurses, and other healthcare staff to solve problems, keep patient pathways on track, and improve services.
- Communicate with patients and carers about appointment changes and provide support with non-clinical queries.
- Maintain accurate patient records, produce data reports, and help identify ways to improve the quality and efficiency of patient care.
- Ensure high standards of organisation, confidentiality, and customer service while managing a busy and changing workload.

Job Description

Job title:	Booking Team Leader
Grade:	Band 4
Site:	Sentinel Park
Accountable to:	Outpatient Scheduling Services Manager
DBS required:	No

JOB OVERVIEW

- Line Manager for a Booking Team, seeking support from Support Services Manager, when necessary
- Ensure the smooth day to day operational performance of your team. Managing HR issues relating to, including but not exclusively, sickness, absence, appraisal, management of performance and conduct, training including statutory training, health and safety.
- Efficiently and effectively co-ordinate the flow of information to ensure there is effective co-operation between departments and service delivery units across the whole patient pathway.
- To actively seek to ensure that all patients are treated within national and local targets.
- Where these targets are not likely to be met; to proactively take steps to ensure that patient's investigation and treatment schedules are brought back within target.

- To understand the pathway of each individual patient; monitoring their progress and ensuring timely intervention is achieved.
- Develop administrative systems consistent with the service improvement programme to streamline the patient journey and improve the quality of patient care.

MAIN DUTIES AND KEY RESPONSIBILITIES

Patient Pathway co-ordination

- To take personal responsibility for administrative co-ordination and sequencing of the clinical pathway for a range of patients at various stages in their clinical journey.
- For each individual patient, to understand current and future requirements; and then to take proactive steps through current action and forward planning, to ensure this pathway is maintained.
- To challenge the progress of patients' journeys with all members of the clinical team (Consultants, Nursing etc).
- To persuade clinical service providers to alter existing appointments to ensure the clinical pathway is maintained.
- Where personal intervention is unsuccessful, to identify through the escalation policy to the Service Delivery Manager any deviation from expected pathway in a timely manner to allow corrective action to be achieved.
- To communicate alteration to planned appointments directly to patients and their carers.
- Deal with non-clinical queries from general practitioners and members of the multidisciplinary team.

Data Management

- The Post holder will be highly proficient in the use of computer and information systems, where data collection across multiple systems is required; recognising the vital requirement for the highest levels of accuracy and quality assurance.
- Ensure the accurate and timely capture of data to meet the standards of the Trust and professional bodies.
- Provide regular feedback to each Centre.

Service Improvement

- Support Trust-wide modernisation of clinical services to improve the speed of patient access to consultation, diagnosis and treatment.
- Record and interpret data on processes as required.
- Support clinical teams to improve the patient and carer experience.

Supervision and Training

- The post holder will be required to supervise junior staff within the department, and to provide training and support to data entry clerks within their speciality.
- The post holder will be required to train new members of staff.
- The post holder will be required to teach other staff members in the Trust the principles of Patient Pathway Co-ordination.

Miscellaneous

- Work alongside and in conjunction with other Patient Pathway Co-ordinators to provide cover and support and to share best practice.

Systems and Equipment:

- Trust PAS systems
- MS Office packages
- National data systems

Decisions, Judgements and Freedom to Act:

- The post holder is expected to take responsibility to manage the co-ordination of many patients' pathways.
- Through use of the Trust's escalation policy and other guidance, the post holder is expected to manage problems within the overall guidelines of the patient pathway
- To ensure that administrative and clerical functions are carried out to the highest quality standards and in a timely manner.
- To identify to the Booking Services Support Manager any areas of concern.
- To identify potential solutions to ongoing problems and be proactive in implementing solutions.
- To propose to clinical teams changes in the overall pathway that would benefit patients care, and work with the team to implement these changes.
- To provide data to monitor patient progress through the systems.
- To evaluate and contribute to the development of this role.

Communication and Relationships:

- Communicate effectively with all members of clinical teams in relation to their services.
- Communicate alteration to planned appointments directly to patients and their carers.
- Maintain confidentiality at all times.
- Specifically, communicates with
 - o Consultant Medical Staff
 - o Senior Nurses and other Health Care Professionals.
 - o Centre Managers
 - o Other Pathway Co-ordinators (Trust wide)

- o Lead Clinicians
- o Divisional Managers
- o CNS's
- o Staff in other Centres (eg Radiotherapy, Radiology Pathology ...)
- o Related Staff in other Trusts.
- o Ward Managers and Ward Clerks
- o Medical Secretaries and Medical Records staff.

Physical, Mental and Emotional Demands of the Post:

- The post requires prolonged periods of concentration on a frequent basis to ensure that multiple information points for patients journey are appropriately integrated.
- The work patterns are unpredictable and require the post holder to be prepared to respond to many different requests at very short notice. Multiple interruptions and re-prioritisation of multiple key work streams is essential.
- The post requires the post holder to constantly review the records of patients at various stages of their journey from diagnosis to final treatment or care.
- The Patient Pathway Co-ordinator is also expected to contact patients with serious illnesses regarding their appointments and treatment dates.
- On a daily basis the post holder will be required to/be/have:
 - o Accurate
 - o Attention to detail
 - o Meet deadlines
 - o Good communication skills
 - o Ability to prioritise workload
 - o Use own initiative
 - o Professional manner
 - o Co-ordination
 - o Concentration
 - o The post will also require daily contact with patient details

Person Specification

	Essential	Desirable
Qualifications	• 5 GCSE A-C including English Language and Mathematics	• NVQ Level 3 in Customer Service • NVQ Level 3 in Business Admin
Experience	• Proven relevant experience of managing a team • Understanding of RTT pathways	• Knowledge and understanding of Medical Terminology
Knowledge and skills	• Organisational Skills • Ability to work to tight deadlines • Ability to report and present information • MS office applications • Excellent Communication Skills • Ability to work well within a team • Able to prioritise own work and take ownership of this • Methodical and Accurate • Working under pressure to tight deadlines • Self-motivated • Ability to work on own initiative • Responsible • Flexible to meet needs of service • Demonstrates a caring and attitude • Place Patients in the centre of all they do • Value others' ideas and opinions	• Level of competency in the application of understanding and interpretation of information

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.

