

GYNAECOLOGY CANCER ADMINISTRATOR

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 administrative and clerical support to the Gynaecology Cancer Nurse Specialist team, helping to organise patient care and maintain accurate records.
- Act as a point of contact for patients, answering enquiries and directing them to the appropriate member of the team.
- Arrange appointments, track attendance, and ensure patients receive the information they need about their care.
- Support the coordination of multidisciplinary team meetings and help keep cancer databases and patient information up to date.
- Book Holistic Needs Assessment appointments for newly diagnosed patients and help ensure any follow-up actions are completed.
- Work closely with hospital departments, GP practices, and healthcare professionals to support a smooth and patient-focused cancer care pathway.

Job Description

Job title:	Gynaecology Cancer Administrator
Grade:	Band 3
Site:	The Royal Shrewsbury Hospital
Accountable to:	Centre Manager
DBS required:	Standard

Job Purpose

The main role will include clerical and administrative work to support the Gynaecology Oncology cancer clinical nurse specialists (CNS) and the multidisciplinary team.

The post holder will assist with clinical correspondence generated for diagnosed cancer patients, support with MDTs, book in Holistic Needs Assessments, submit data and help the Gynaecology CNS team, Gynae Cancer Care Navigator and clinicians in smoothly coordinating the patients care.

The post holder will be able to effectively communicate with associated departments.

Key Relationships

Lead nurse, Gynaecology Cancer

Consultant Gynaecology Physicians (particularly those working within named speciality)

Gynaecology Cancer Navigator

MDT Co-ordinator

Operational Team

Bookings Team

Outpatients Department Team

Main Duties and Responsibilities

Responsibility for patients/clients

- To promote a patient centred approach to care delivery.
- To participate in the monitoring of cancer patient care and report to the Gynaecology clinical nurse specialist or consultant as appropriate.

Main themes

- To assist the Gynaecology CNS with daily administrative tasks.
- To support with Clinical Correspondence generated from clinic sessions.
- To be a point of contact for the Gynaecology Cancer Patients ensuring appropriate triage to CNS team.
- To book patients into clinic ensure appropriate appointments are being made in line with cancer targets, ensuring patients are aware of their appointment to facilitate attendance.
- To liaise with GP practices to ensure up-to-date blood tests are available prior to the appointment
- To track the patient has attended the appointment
- To ensure patient has Gynaecology CNS contact details
- Support with MDT administration.
- Ensure Somerset database is kept up to date with CNS contacts to enable accurate data collection for Gynaecology Cancer Audits.

Patient centred appointments

- Working with the Gynaecology cancer CNS team, arranging appointments as required for patients.
- Facilitating transport bookings if required
- Tracking that the patient has attended.

Holistic Needs Assessment

- Arranging Holistic needs assessment (HNA) appointments for the CNS/ Cancer Care Navigator with each newly diagnosed Gynaecology cancer patient.
- Be able to discuss with the patient the importance of the HNA.
- Sending the HNA information pack to the patient in a timely manner.
- Tracking the HNA outcome and ensuring onward referrals are completed.

Planning and Organising

- To maintain close working relationships with colleagues at SaTH and within the community to develop and maintain patient centred seamless pathways of care.
- To ensure accurate patient records are maintained.
- To assist in the collection of data within the department for audit purposes.
- Organise time effectively to ensure effective management of workload, prioritising work as necessary.
- Develop efficient ways of documenting care across all patient settings.

Communication and Relationships

- To deal with face to face, email and telephone enquiries, re-directing to others as appropriate and recording and prioritising messages.
- Ensure all queries from colleagues and external organisations are dealt with quickly and effectively in the department.
- To work with clinical nurse specialist to ensure accurate collection and input of activity/cancer data/information using both manual and computerised systems including Microsoft Word, Excel Access, Clinical Portal and Somerset Cancer Registry).
- To attend and participate in departmental team meetings.
- To identify and use the most effective means of communication, appropriate to the situation and individuals involved.
- To manage own behaviour in a positive manner to maintain effective working relationships.
- To liaise and work closely with all members of the multidisciplinary team.
- To behave professionally and uphold the reputation of the Trust.
- To observe confidentiality of all information including awareness and adherence to the legal requirements of the Data Protection Act.

Analysis and Judgement

- To report any serious concerns regarding patient care to the clinical nurse specialists lead nurse
- To ensure you are competent and appropriately trained to carry out any delegated responsibility you accept.
- To maintain competent and safe practice as per trust policy.

Strategic and Service Responsibilities

- To participate in departmental projects when required.

- To set, maintain and promote high personal and professional standards in care and behaviour in line with Trust policies and guidance to ensure full compliance with policies related to documentation, storage and transmission of information.
- To ensure a proactive, action-orientated service by the alignment of personal and teams objectives within the respiratory service and Trust values.
- To contribute to the continuous improvement and development of the service, identifying areas for change/improvement and implementing changes in practice identified through other routes to create efficiencies and improve workflow.
- To suggest implementation of policies for own work area and propose work practices or procedures for own work area.
- Work with Cancer services and other cancer site teams to meet Trust values, strategy and objectives.
- Support participation in clinical audit and research to promote excellent care.
- Be a role model for others.

Managing Financial Resources

- To plan, organise and prioritise your work ensuring effective use of time, money and resources and reduce wastage.
- To maintain display of health promotion, teaching and educational materials.
- Ensure equipment is maintained and kept in good working order and report signs of faulty equipment.
- To report absence from duty through sickness or other reasons immediately to Line Manager or senior person on duty and ensure the necessary certificate is forwarded as soon as available.

People Management and Development

- To be willing to undertake training including identified between the postholder and team leader to develop both personal and professional needs.
- To learn from experience and continually strive to improve.
- To keep up to date with mandatory training.
- If required, undertake computer skills training and assist with delegated administrative and organisational tasks.

Person Specification

	Essential	Desirable
Qualifications	English GCSE (A-C) (9-4) or equivalent qualification or experience NVQ Level 2/3 or equivalent level of knowledge and experience	ECDL RSA Stage 3
Experience	Administrative experience Experience of working with software Programmes Computer literate with IT skills e.g. use of Microsoft Office, Excel and Outlook Experience of dealing with patients/clients	Previous NHS experience Experience of using Trust software such Somerset and Careflow Understanding and knowledge of “choice” in healthcare
Knowledge and skills	Good organisational skills Good keyboard skills Excellent telephone manner Excellent interpersonal skills Demonstrate effective negotiation skills Able to use initiative	Maintain a healthy perspective on work-life balance. Experience of working independently within a small team.
Other	To work confidential and professionally Good verbal and written communication Team player	Pre-disposed to working in a clean and tidy environment, promoting good housekeeping, and promoting the same in others

	Ability to liaise at all levels with both internal and external agencies Able to work flexibly Positive, friendly attitude Willing to travel and work across sites if required Positive approach to change and adapting to the unpredictable workload Willingness to learn and develop Able to deal with multiple issues at one time	Knowledge of NHS policies
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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.

