

ENDOSCOPY JAG AND COURSE ADMINISTRATOR

Candidate Pack



Our Trust

At The Shrewsbury and Telford Hospital (SaTH), our vision is to provide excellent care for the communities we serve. Working together across our teams, we provide district general hospital services for around half a million people in Shropshire, Telford & Wrekin, and mid-Wales.

Our main service locations are The Royal Shrewsbury Hospital and The Princess Royal Hospital, Telford, which together provide 99% of our activity. Alongside these, we also provide community and outreach services across the local area.

As one of Shropshire's biggest employers with around 7,000 staff, we offer a wide range of opportunities to build a rewarding career across both clinical and non-clinical roles. Our people are dedicated and passionate, working together to deliver the best patient care. No matter your role, you'll be joining a supportive team environment where you'll be able to make a real difference for our patients.

We are committed to supporting you at every stage of your career with us, whether you're starting something new or looking to take the next step into leadership. With strong partnerships and our newly awarded university hospital status, you'll have access to excellent education, mentoring and experience to help you thrive.

Our Vision

"To provide excellent care for the communities we serve"

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

Our Values



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.

- Support the Endoscopy Coordinator to keep safety and quality standards high, including meeting JAG accreditation requirements.
- Help organise and run JAG training courses, including preparing materials and liaising with delegates.
- Provide administrative and project support, such as collecting data, preparing reports, and keeping records up to date.
- Work with managers and teams to make sure resources are used well and services run smoothly.
- Assist with audits, compliance checks, and improvements to meet JAG standards.
- Act as a point of contact for staff and trainees, ensuring good communication and timely support.

Job Description

Job title:	Endoscopy JAG and Course Administrator
Grade:	Band 4 (Subject to AfC banding confirmation)
Site:	The Royal Shrewsbury Hospital (with cross site working when required)
Accountable to:	Endoscopy Coordinator
DBS required:	No

Job Purpose

- The post holder is responsible for actively supporting the Endoscopy Coordinator in maintaining governance and safety standards, including JAG (Joint Advisory Group in GI Endoscopy) accreditation for Endoscopy across the Shrewsbury and Telford Hospital NHS Trust.
- The post holder will undertake the day-to-day preparations for the JAG courses held via the Shropshire Endoscopy Training Centre and support the running of the course.
- The post holder will work closely with the Endoscopy Coordinator to support the Operational Manager in ensuring efficient and effective management of all resources in order to deliver safe, high quality and effective clinical services in an environment of continuous improvement.

- The post holder will provide a range of project and administrative support to ensure successful delivery of JAG accreditation, including being up to date with the latest JAG requirements, compiling audit data, supporting progression through the accreditation process and enacting instrumental change within the Endoscopy Units in response to JAG requirements.

Organisational Chart



Main Duties and Responsibilities

1. General

- Provide administrative support to the SMT and Clinical Leadership team on the implementation of JAG accreditation and JAG courses, as well as administrative support related to any other improvement projects
- Establish and maintain all administrative systems and procedures, utilising all current databases, data collection and audit results
- Maintain current systems and develop further as required to record, monitor and track project progress and the related activities and actions of the department. Communicate information about the project to others which may involve providing complex information and persuasion skills.

- To be the point of contact for delegates, faculty and others within and outside the organisation to fulfil course preparation requirements, responding to external and internal telephone enquiries, taking appropriate and timely action as required.
- To arrange training courses, including arranging venues, facilitating payment, requesting relevant documentation and proactively liaising with external trainees to ensure all relevant documentation is completed prior to a JAG course, preparing and circulating relevant training resources, ensuring maintenance of course equipment, maintaining records of attendance, reviewing and sharing feedback, and supporting course days.
- To assist in developing and maintaining user guides and procedures.
- Maintain and update required information as per JAG accreditation standards.
- Support Endoscopy Coordinator to collate all project documentation including audits, results of patient feedback, staff surveys and training records and produce operational reports as required.
- Assist with audits to check compliance against JAG standards on a monthly basis and other audits as required.
- Ensure that electronic information is maintained and stored in accordance with Information Governance policy and procedure.
- Collate evidence for identified capital projects in preparation for JAG visits as required
- Use judgement and initiative to prioritise the importance/urgency of tasks and ensure the Endoscopy Coordinator is aware of arising issues
- Minute taking of meetings such as but not limited to Endoscopy User Group (EUG) and Endoscopy Safety, including producing action summaries and ensuring timely distribution and follow up.
- Assist with producing communications/newsletters for the department when needed
- Support the Endoscopy coordinator with any administrative requirements as and when necessary.
- Assist with the upkeep of the Endoscopy intranet page to ensure current and appropriate resources are available.
- Accurate photocopying and scanning of relevant information and documents as required
- To request patients' medical records as required and manage systems for tracking
- Share responsibility with line manager for own personal development.
- Assist with preparation for governance meetings within the area of responsibility
- Undertake other duties in accordance with the Trust policies and procedures to facilitate accreditation process
- To exercise sensitivity, discretion and maintain confidentiality at all times.
- To have a flexible approach to working as there will be an expectation of working across all Trust sites when required to meet the needs of the role

2. Finance

- To ensure that the Centre's assets and resources are used efficiently and economically
- To contribute to efficiency improvement initiatives and plans.
- To identify and address areas of concern, ensuring with support from the Endoscopy Coordinator, that agreed corrective action is taken in a timely manner where it becomes apparent that progress against plan is not as expected.
- To support the Endoscopy Coordinator with the development of long term strategies to ensure the financial sustainability of the area of responsibility.

- To ensure that all business is carried out in accordance with the Trust's Standing Orders and Standing Financial Instructions, ensuring that all individuals within the area of responsibility with responsibility for financial resources understand their obligations.

3. Workforce

- To take part in the Divisions efforts to improve the levels of staff satisfaction following survey results and monitor key performance indicators in relation to workforce and support strategies for improvement.

4. Quality and Service Improvement

- To analyse and interpret trends and benchmark data, to develop and implement improvement strategies.
- To support quality and service improvement within the Centre by working closely with the surgical co-ordinators and other services and Centres to ensure effective patient care and the effective use of all Trust resources.

5. Governance and Risk

- To ensure that systems are in place to monitor and manage risk in relation to patient safety, compliance with health service legislation, other statutory requirements and NHS policy.
- To highlight areas of concern so that remedial action can be taken promptly where unacceptable risks are identified.
- To ensure all data collection and recording of data is completed accurately for the allocated specialties.

6. Representing the Centre and the Trust

- To develop and establish effective working relationships with GPs, commissioners of services and patient representatives – and support the senior operational team to achieve this.
- To foster good working relationships with colleagues within the Centre and other centres.
- To represent the Centre within the Trust and externally as required.
- To network with other Trusts to identify and share areas of good practice.

7. Special projects

- To undertake special projects as required within the Centre.
- To support other centres and value stream leads as required in delivering on projects.

Range of Authority

The post holder will work with and support the Operational Management in contributing to all major business decisions affecting the Centre such as contracting, budgetary management, and business planning and risk management.

The post holder is guided by corporate and national policies but in most situations will need to establish the way these should be interpreted. S/he will also be required to analyse and compare a range of complex and conflicting information to support the decision-making process.

Examples of areas in which the post holder is expected to act autonomously or with only occasional reference with their line manager prior to action include:

- Support with implementing agreed strategies and plans
- Support with modifying plans within defined parameters
- Initiating action to correct performance issues
- Use of resources within agreed parameters

Examples of issues that the post holder is required to discuss with their line manager prior to action include:

- Decisions impacting on the Division's ability to deliver agreed plans

Review

This job description is an outline of the principal areas of responsibility and may be subject to periodic change. The job title is not restrictive and the job holder may at any time be required to undertake other duties within their competence beyond the confines of this job description.

The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development of the job holder. All changes will be discussed with the post holder.

Equipment and systems

- To use normal office equipment.
- To use a range of electronic information systems and tools.

Physical, Mental and Emotional Demands of the Post

- To analyse and interpret a range of complex information in order to understand the Centre's clinical and financial performance and to prepare and present options for improvement.
- To undertake presentations to large groups and to senior managers as required.
- To handle emotive and challenging situations, using influential negotiating and motivational skills to achieve desired outcomes.

- To cope with frequent interruptions whilst in periods of concentration.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • 5 GCSE levels or equivalent including English language and mathematics • NVQ Level 3 business administration or equivalent experience 	<ul style="list-style-type: none"> • Project management qualification or equivalent experience
Experience	<ul style="list-style-type: none"> • Data collection and validation • Senior administrative experience including specialised IT systems and/or project management experience • Assisting with audit preparation and collation of data • Knowledge of organisational policies and procedures 	<ul style="list-style-type: none"> • Careflow/PAS experience • Experience of working within a health care environment • Experience of assisting with/supporting with preparation for clinical reviews • Experience of assisting with course/event planning and preparation • Preparation of organisational reports
Knowledge and skills	<ul style="list-style-type: none"> • MS office applications • Fully PC literate 	<ul style="list-style-type: none"> • Understanding of NHS targets

	<ul style="list-style-type: none"> • Advanced keyboard skills • Ability to interpret, report and present information • Ability to work to tight deadlines • Organising meetings and minute taking • Excellent organisational and problem solving skills • Excellent communication skills. • Ability to work well within a team. • Able to prioritise own work and take ownership. • Methodical and accurate. • Working under pressure to tight deadlines. • Self motivated. • Flexible to meet needs of service. • Ability to work on own initiative. • Competent to work in role with minimal supervision and geographically remote from line manager. • Demonstrates a caring and responsible attitude. • Places patient in centre of all they do. • Receptive to change. • Values others ideas and opinions. 	<ul style="list-style-type: none"> • Evidence of Knowledge of Medical Terminology, in particular Endoscopy. • Knowledge of JAG • Producing communication resources • Creating, reviewing and presenting standard operating procedures (SOP's)
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Other	<ul style="list-style-type: none"> • Flexible to meet service needs 	

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.

