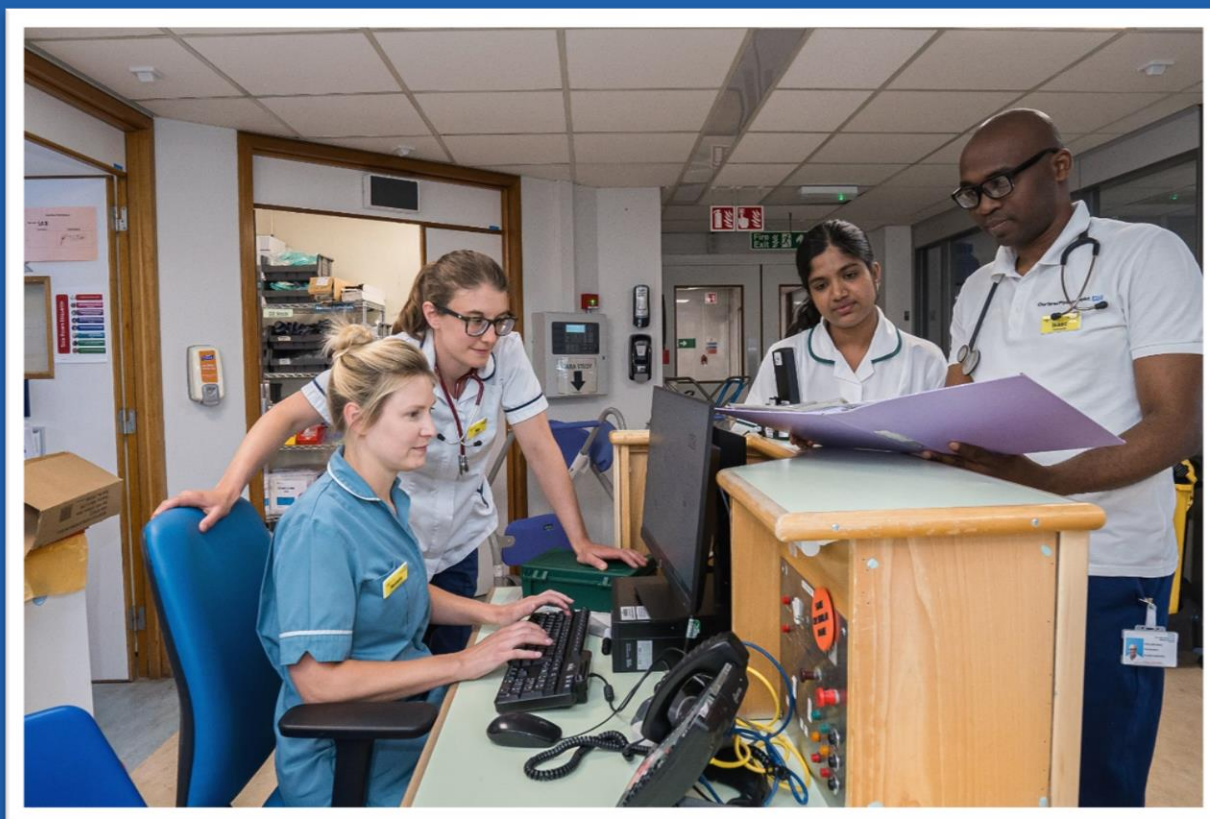


LEAD SUPERINTENDENT RADIOGRAPHER IN BREAST IMAGING / BREAST SCREENING PROGRAMME MANAGER

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.

- The role leads the breast imaging service across both hospital sites and makes sure patients get safe, high-quality care.
- It manages the breast imaging team and helps plan how the service will grow and improve.
- It ensures breast screening targets are met and that national guidance is followed.
- It works closely with senior clinical and management staff and attends key local and national meetings.
- It supports staff training, development and good professional standards.
- It also carries out mammography when needed and helps patients understand their care.

Job Description

Job title:	Lead Superintendent Radiographer in Breast Imaging / Breast Screening Programme Manager
Grade:	8a
Site:	The Royal Shrewsbury Hospital
Accountable to:	Radiology Centre Manager
DBS required:	Enhanced

Post Summary

The post-holder should possess a BSc in Radiography, or equivalent, be a HCPC state-registered Radiographer and hold the Certificate of Competence (or other post-graduate award) in Mammography.

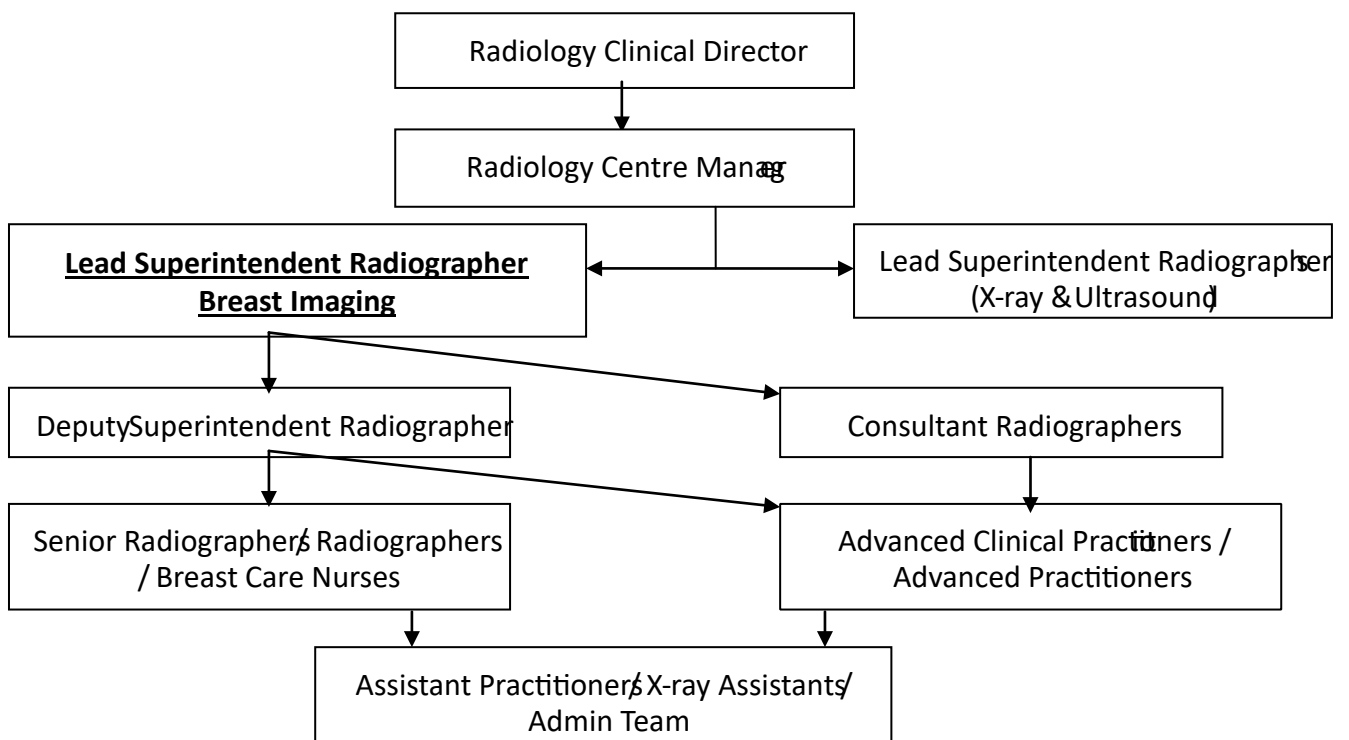
With overall responsibility for symptomatic and screening breast imaging services at The Royal Shrewsbury Hospital, Shrewsbury, and The Princess Royal Hospital, Telford, the post-holder will be responsible for the provision of a high quality, responsive, patient-focused service, providing clinical leadership with a high degree of professionalism and ensuring effective utilisation and control of all resources. Cross-site working between the two hospital sites is essential.

Flexibility and innovation are fundamental to this role and strong communication skills are vital. The post-holder will work closely with the Director of Breast Screening, Lead Breast Radiologist and Radiology Centre Manager and liaise with operational managers across both hospital sites.

Attendance at local, regional and national meetings will be required to ensure service provision that reflects current guidance in line with recommendations for best practice and to enhance the profile of the service and that of the Trust.

The Programme Manager role encompasses all key aspects of the role as specified within the NHS BSP guidance on leading a breast screening service, including ensuring there is a right results procedure in place and ensuring the risk register is maintained.

Organisational Position



Main Duties and Responsibilities

Managerial Responsibilities

- To be responsible for the management of all radiographic, nursing and administrative staff within the breast imaging team.
- To be a member of the senior management team for breast services, conducting service reviews and planning future service developments.
- To take part in business planning and annual budget setting.
- Selection, commissioning and de-commissioning of mammography equipment.
- Recruitment and selection of new staff within the breast imaging department.
- Implementation of Trust policies and procedures, invoking the Trust's disciplinary procedures when necessary.
- Monitoring and management of annual leave, sickness and other leave in line with Trust policy, maintaining accurate records and returning monthly reports on time.
- Ensure compliance with health and safety legislation, promoting high standards by acting immediately to deal with hazards or unsafe practices in conjunction with other staff.
- Ensure compliance with all Radiation Protection legislation, in particular, IRR and IR(ME)R, acting as Radiation Protection Supervisor for mammography services and undertaking risk assessments and managing risk in line with Trust policy.
- To write and update radiographic procedures and policies as necessary.
- To conduct appraisals and personal reviews, and agree a personal development plan with all staff.
- To design team, professional and personal development activities and promote a commitment to continuous professional development and service improvement.
- To ensure that all Trust-wide standards are maintained and monitored to improve the quality of care for all who come into contact with services provided by SaTH NHS Trust.
- Investigation and response to patient/client complaints, in liaison with the Radiology Centre Manager and PALS, taking appropriate action as required.
- To report and investigate incidents in line with Trust policy.

Breast Screening Duties

- To liaise with the Screening Office Manager and Radiology Centre Manager to ensure that NHS Breast Screening Programme targets are met and that the breast screening programme is delivered appropriately within the allocated budget.
- To audit and manage radiographer performance as per NHSBSP quality assurance guidelines and Trust policies.
- To liaise with the Screening Office Manager in organising and facilitating the Screening Quality Assurance Service performance audits.
- Ensure effective management of the 3 yearly round plan for screening alongside the Screening Office Manager.
- Oversee the delivery of national breast screening targets

- To identify compromising issues at the earliest opportunity and to provide management support to reach a resolution in relation to capacity, staffing and complaints.
- To review and audit service delivery and identify opportunities for further modernisation/rationalisation.
- Undertake the annual report and ensure all areas in the pathway are contributing towards it

Professional Responsibilities

- Responsible for the total quality of the service ensuring that all professional standards are met. □ To lead and represent the breast imaging team both within and outside the Trust.
- To assist staff to achieve their professional development activities in line with their agreed PDP, that opportunities are provided for this and that their Health Professions Council state registration is current.
- To support and actively encourage role development in order to meet service objectives.
- To undertake Health Promotion activities and liaise with other healthcare professionals as necessary.
- To liaise with contractors and external bodies as appropriate.
- To ensure that all staff comply with relevant legislation, including reading and understanding the Local Rules and IR(ME)R procedures.
- To ensure delivery of Patient Confidentiality training in line with NHSBSP requirements.
- To be responsible for ensuring recommendations made by the RPA are implemented and documented.
- To represent breast imaging services at Radiation Protection meetings.
- To ensure staff participation in local and national client satisfaction surveys.

Clinical Responsibilities

- To undertake mammography duties as necessary in line with NHSBSP standards.
- To check and document identity and demographic details of patients/clients according to departmental practice for screening and symptomatic patients/clients.
- To cover the work of colleagues during periods of absence or peak workloads.
- To ensure clients/patients receive a comprehensive explanation about the mammogram and expected time for receiving their results.
- To perform accurate mammography examinations in a sensitive and professional manner, and be able to adapt techniques to individual patients/clients.
- To be aware of the needs of the individual woman and be able to communicate effectively with clients/patients who come from different backgrounds, who may have challenging behaviour, learning or physical disabilities, or who have just been given bad news.

- To demonstrate and communicate empathy and sensitivity in sometimes highly emotive atmospheres.
- To take part in regular local and national client satisfaction surveys for both screening and assessment clinics.
- To participate fully in the activities of the breast team, such as attending weekly clinical multidisciplinary team meetings.

Budget-holder Responsibilities

- To work with finance colleagues in setting annual budgets and to monitor and manage performance to ensure service delivery within the agreed budget.
- Responsible for checking and authorising travel expense claims in line with Trust policy.
- To manage the breast imaging electronic rosters.
- To authorise timesheets and invoices for approval by the Radiology Centre Manager.
- To handle petty cash and cheques in accordance with the Trust Standing Financial Instructions.
- To authorise stock and non-stock requisitions and to raise/receipt orders as required.

Communication and relationships

- To liaise with company representatives, radiologists, histopathologists, breast surgeons, clinical nurse specialists, medical physicists, general practitioners, and breast screening commissioners as appropriate.
- To hold regular team briefs to cascade information and promote team building.
- To attend regular meetings with the Screening Quality Assurance Service and disseminate information to staff.
- To liaise with the Trust's communications team and Radiology Centre Manager in response to any information required by the media.
- To deal with verbal complaints and patients/carers concerns.
- Be able to deal sympathetically with all patients especially the young, elderly and those with learning difficulties.

Systems and Equipment

The post-holder will be required to use:-

- Radiology information
- Patient information system
- Mammography radiographic equipment
- Patient resuscitation equipment

- Patient handling and moving equipment (manual and motorised)
- Quality Assurance equipment and programmes
- Image archiving devices
- Trust IT systems
- Microsoft Office

Physical, mental and emotional demands

- Requirement for moderate physical effort, manoeuvring x-ray equipment and clients into the correct position for imaging.
- Staff are required to stand/walk for long periods on a daily basis.
- Physical stamina required to maintain consistently high technical standard within allotted examination time intervals.
- Requirement to make repetitive movements when performing mammography screening, including kneeling, crouching, twisting, bending and stretching.
- Required to push and manoeuvre wheelchairs.
- Requirement to lift/push/pull and carry supplies and equipment.
- Requirement for mental and emotional stamina to maintain a high degree of concentration for long periods while carrying out repetitive tasks to a high standard.
- Supporting women undergoing invasive investigative procedures.
- To support the friends/relatives of women being treated.
- The post-holder will experience frequent interruptions during the working day.
- The post-holder will frequently accept telephone calls from emotionally distressed clients and relatives.
- The post requires frequent levels of intense concentration.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • BSc. (Hons) Diagnostic Radiography or equivalent • Postgraduate Award in Mammography Practice • Evidence of professional management development • Evidence of a commitment to continuous professional development (portfolio) • Current HCPC Registration (Radiographer) 	<ul style="list-style-type: none"> • Management qualification • Evidence of attendance at professional conferences • Equality/Diversity training • Health & Safety qualification • RPS trained
Experience	<ul style="list-style-type: none"> • Extensive NHS Mammography experience • Significant experience of working at a management/leadership level • Significant experience of managing clinical teams, including staff performance • Evidence of successful management of clinical services • Experience of managing clinical and non-clinical risk • Track record of achieving service targets • Managing equipment performance against QA operating standards 	<ul style="list-style-type: none"> • Extensive experience of working in NHSBSP • Successful management of a significant budget
Knowledge and skills	<ul style="list-style-type: none"> • Demonstrate strong leadership qualities and advanced decision-making skills 	<ul style="list-style-type: none"> • Demonstrate knowledge of current issues in Women's Health

	<ul style="list-style-type: none"> • Ability to manage a range of staff groups/professions to deliver objectives and targets • Comprehensive IT knowledge and skills, including Microsoft Office. • Selection and recruitment of staff • Effective change management skills • Demonstrate good problem-solving skills • In depth knowledge and understanding of current NHSBSP issues • Knowledge of current • Mammography equipment and techniques • Able to demonstrate empathy and sensitivity • Competent mammographer • Confident approach and ability to inspire confidence in others 	
Other	<ul style="list-style-type: none"> • Demonstrate high level of self-motivation • Able to influence staff and manage change • Post-holder is required to work at RSH and PRH main hospital sites (and all community screening sites as required) • Eligible to work in the UK 	<ul style="list-style-type: none"> • Able to work unsocial hours as required

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.

