

PROJECT 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.

- Lead and manage projects that help improve services across the Trust and support important organisational goals.
- Work with a wide range of teams, managers and clinical staff to plan, organise and deliver projects on time and to a high standard.
- Monitor project progress, manage risks and issues, and provide clear updates, reports and information to senior staff.
- Support service improvement by reviewing processes, helping teams make changes and ensuring projects achieve positive outcomes.
- Organise meetings, maintain project records and use data to support decision-making and measure success.
- Build positive working relationships with colleagues and stakeholders, providing guidance, support and effective communication throughout projects.

Job Description

Job title:	Project Manager
Grade:	Band 6
Site:	The Royal Shrewsbury Hospital
Accountable to:	Deputy Divisional Director
DBS required:	None

Job Purpose

The post holder will act as Project Manager to support key business objectives to meet the challenges of reconfiguring services associated with the Transformation Programme, and also on a portfolio of other project work across the Clinical and Scientific Services Division which is in line with the Trust's Operational Plan.

The post holder will provide project management for the progression and implementation of transformation programmes. They will take a lead role and be responsible for the management and coordinating of project work streams and assisting in the evaluation of project outcomes. Working closely with the Senior Leadership Team, Execs, other Divisional Directors, Medical Directors, Centre Managers and other clinical and non-clinical teams, the post holder will play a key role in the implementation of service plans, works and moves – providing project management as required.

They will be responsible for maintenance of the information resources in order to ensure appropriate data; reports and information are available to the Divisional

Project Teams, Steering Group and Senior Leadership meetings. They will play a key role in the Trust's Sustainable Services Group and the core coordinating role the Team has within the organisation and with relation to other Divisions and Corporate Teams. This will involve providing practical project support; improvement techniques; operational process redesign advice; and robust engagement delivery and support.

The post holder will be expected to develop and maintain programme reports, project plans and risk and issues logs, providing timely and accurate updates for their areas of responsibility (the mini-projects).

Main Duties and Responsibilities

Programme/Project Delivery

- Take a lead role in supporting the delivery of projects, facilitating multiple teams to deliver against project milestones and deadlines
- Responsible for the delivery of projects, including the development of project plans and working with internal stakeholders to ensure engagement and sign-up
- Responsible for the management of project performance tracking, including monitoring of project costs, escalating issues where necessary. This will include providing regular reports and dashboards to ensure Project Teams and Steering Groups are informed on progress of plans.
- Continue to define the project (including outcomes, objectives, scope, deliverables, resources and approach) and working with the leads for the project obtain buy in to the approach from key stakeholders.
- Provide, receive and analyse data and make appropriate decisions regarding the presentation and dissemination of data and information in line with project standards.
- Contribute to the development of key performance indicators (and other relevant performance metrics) for the successful assessment of project success
- Lead the development and subsequently manage/deliver a systematic approach to information management in support of the projects within the wider programme of change.
- Create and produce project initiation documents, project plans, project reports, risk and issues log and other documents
- Manage a system of project tracking ensuring all specified tasks are completed within the agreed timeframe and/or remedial action is put in place.
- Create and use standard documentation and templates for use by all projects within the programme.
- Support the maintenance of effective communication. Adapting communication style as appropriate for the situation and support and influence managers and staff to deliver the projects aims
- Use a range of IT and project management applications to develop, implement and maintain project data collection systems/databases that will

provide accurate and timely data for its effective use by the team.

Produce documents and reports, as and when required.

- Maintain project expenditure reconciliations and budget forecasts for responsible projects/elements.
- Responsible for effective organisation of task and finish groups, project team meetings and steering group(s) including drafting of agendas, production of reports and researching and producing background papers as required.
- Develop and deliver training and support to project managers/leads and other staff in the Trust in the use of project tools
- Carry out specified service reviews/audits appropriate to the project as directed and as required.

Leadership

- Take a lead Project Management role within the Team. There is no line management responsibility for this role, although the Post holder will be expected to achieve successful delivery of projects by influencing and negotiating with staff and colleagues
- Ensure that a professional service and image is maintained at all time, thereby acting as a role model to all staff.
- Promote a 'can-do' approach to tasks, issues and work plans ensuring patient safety and high quality care are at the centre of all decisions and actions
- Provide a leadership style which is underpinned by strongly held values around equality, diversity and openness; effectively builds and maintains relationships with key individuals across the organisation
- Promote diversity and equality in people management techniques and leads by example
- Take responsibility for own and others' health and safety in the working environment. Reporting incidents using Datix and investigating incidents within own service area if required.
- Comply with the policies and procedures of the Trust.

Communications

- To be able to prioritise and use a range of communications tools and techniques as appropriate to differing workload situations and different stakeholder groups, producing reports on a range of subjects on both regular and ad hoc basis. To be proactive and appropriate in the dissemination of information, motivational in technique and possess a good level of negotiation skills.
- To provide and receive and analyse information and to find solutions to barriers of understanding in presenting information to workstream groups, the project team, clinical centres and other stakeholders.
- To be able to describe and portray a need to change to all levels of staff and to be able to impart unwelcome news to stake holders e.g. where plans for change may not reflect their expectations.

- To prepare and present complex information to individuals and groups in order to promote and progress the programmes
- To present accurate information in a variety of formats using effective verbal and written skills and deal with complex reports.
- To vary communication style to match the audience from project board/director level to consultant/medical teams and frontline staff and negotiate as required.
- The postholder will liaise with a range of external organisations in carrying out duties; presenting accurate, relevant and effective information and representing the Trust in a professional and responsible manner.

Financial

- Must have a good understanding of financial and contractual arrangements with both internal and external providers and to be able to align SSP proposals with the Trust's wider improvement plans and proposals.
- Must be able to identify opportunity and to develop plans for the cost efficient / cost effective use of resources in the programme.
- The postholder will be required to fully understand the cost implications of the Programme and associated project proposals.

Learning and Development

- Take responsibility for own professional development demonstrating the ability to undertake self directed study and or formal learning opportunities in order to develop and maintain competence within service area.
- Prioritise their own workload within agreed objectives deciding when to refer to others as appropriate.
- Participate in the Trust's appraisal system, matching organisational aims with individual objectives and undertaking appropriate training as required.

Partnership and Team Working

- Actively work towards developing and maintaining effective working relationships both within and outside the Trust.
- Explore the potential for collaborative working and take opportunities to initiate and sustain such relationships.

Person Specification

	Essential	Desirable
Qualifications	English and Maths to GCSE level A to C or equivalent qualification Degree level education or equivalent professional qualification or experience Evidence of professional management development Evidence of a commitment to continuous professional development Prince 2 Must be willing to participate in any relevant training identified to develop skills required to carry out duties	
Experience	Proven track record of project delivery from planning through to implementation Experience of working within a complex and/or major change programme Experience of planning, delivery, review and reporting of projects Experience of managing and analysing project information Experience of working with staff and individuals	

	of all grades and professional backgrounds	
Knowledge and skills	Working knowledge of project and project administration structures, processes and systems. Understanding of the NHS Confidentiality Code of Conduct Awareness of working within financial guidelines	
Other	Ability to travel across the health community 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.

