

PERSONAL ASSISTANT

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 provides confidential administrative support to the senior nursing team in Women and Children's services.
- It involves managing diaries, organising meetings, preparing papers and taking accurate minutes.
- The post holder will keep office systems running smoothly, maintain personnel files and ensure training and appraisal records are up to date.
- They will handle sensitive information with care, work independently in a busy environment and prioritise tasks as demands change.
- The role also includes managing emails, documents and shared drives, supporting day-to-day office needs and using initiative to solve problems when required.

Job Description

Job title:	Personal Assistant to Women and Children's Senior Leadership Team
Grade:	4
Site:	The Princess Royal Hospital, Telford
Accountable to:	Office Manager
DBS required:	No

Main Duties

To act as Personal Assistant to members of the Women and Children's senior nursing team liaising with various levels of personnel including operational staff, managers, matrons, clinical director and senior clinicians.

The Post holder will be expected to work accurately under pressure with the ability to manage and prioritise own workload; provide and receive complex, sensitive, or contentious information which may require tact, diplomacy and persuasive skills.

- Provide an efficient and confidential secretarial/administrative service to Women and Children's senior nursing team in a specific service area.
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- Organise the office efficiently in a complex, fast moving environment, where priorities

frequently change. Manage team diaries to enable smooth functioning of the office where required.

- Co-ordinate, manage and organise electronic diary for senior nursing team members. Responsible for maintaining an e-mail appointment scheduling system and prioritise appointments accordingly, whilst demonstrating flexibility on a day-to-day basis.
- To co-ordinate meeting agendas and ensure papers required for all Operational Group meetings are received and issued to members in a timely manner.
- To take accurate formal minutes, track actions and ensure documentation is updated accordingly.
- To liaise with other members of the team to ensure feedback is sought from review or introduction of new guidelines prior to being listed for governance meetings as per policy as guided by the senior nursing team
- Responsible for creating and maintaining Personnel files for managers in service area. Proactively ensuring that HR procedures and occupational policies are adhered to.
- Responsible for ensuring all direct line managers for identified Senior team members receive the necessary mandatory training and that appraisals are carried out within agreed timescales.
- Ensure Central shared drives are maintained and up to-date to facilitate prompt retrieval of information by team members. Also, to ensure that meeting papers are stored using 'share file'.
- Knowledgeable and experienced to carry out tasks using own initiative with minimal supervision and prioritise workload accordingly.
- Ability to concentrate and work to deadlines when the work pattern is unpredictable and there are frequent interruptions.
- Responsible for stock control of stationery etc, travel claims and minor expenses for Team. Ensure all invoices are signed-off in accordance with Trust policies and procedures.
- The postholder reports to the Office Manager I Divisional Director Personal Assistant and is expected to work autonomously within a framework of annually agreed objectives. Undertaking daily duties using initiative without supervision.
- The postholder is expected to use own initiative to develop new systems for working and respond to queries and issues and make judgements as to degree of importance of situations arising during the absence of the Office Manager I Divisional Director Personal Assistant.

Organisational Skills

- Plan, co-ordinate workshops for various process mapping / lean methodologies, to coincide with local and national plans.
- Research data via websites, libraries etc for all documentation relating to current and impending improvement projects / initiatives and distribute accordingly to assist meeting divisional requirements
- Complete and maintain personnel records where required. Maintain and record personal development programmes for team. Co-ordinate and table management training programmes for Team and maintain up to-date records.
- To organise and schedule ongoing meetings involving senior managers, where diary commitments / unforeseen circumstances may result in several changes of plan.
- To prepare agendas, record accurate minutes, using appropriate hyperlinks where possible and disseminate accordingly.
- To plan, co-ordinate workshops / conferences involving internal and external stakeholders: ensure appropriate documentation, audio visual aids etc are in place accordingly to individual needs.
- Maintain an efficient and up to date filing system for identified senior team. Dispose of old files appropriate and in accordance with Trust Policy.
- Responsible for daily function of office, diaries and telephone enquiries relating to Continuous Improvement issues.
- Maintain and sort incoming mail via e-mail and post for identified senior leadership team managers/ Directors, Continuous Improvement Project Managers, and deal with routine correspondence as appropriate.
- Ensure Proficiency in all Microsoft computer software packages to provide comprehensive support to expanding team.
- The postholder is responsible for managing own workload (planning, organising and multi asking with efficiency and professionalism).

Communications

- Deal with routine enquiries promptly and efficiently with tact and diplomacy. This will involve frequent communication and liaison with Executive Directors, matrons, ward managers, consultants, Medical Directors, other Division Directors and Managers.
- Using MS Office applications produce accurate, high quality typewritten documentation, spreadsheets and presentations.
- Liaise on behalf of Senior Leadership Team Managers/Director with various external stakeholders; health organisations, health board, CQC, CCGs and personnel and act on his/her behalf where appropriate.

- Advanced communication skills required as post deals with all levels of staff within the Trust and surrounding health economy.
- The postholder uses a diverse a range of communications, i.e. email, fax, correspondence and telephone, using a degree of assertiveness and negotiating skills.
- Regular contact with Senior nursing team Matrons and head of nursing to discuss work planning, diary arrangements, staff issues, pass on messages and any current outstanding issues.
- Regular contact with other PAs to source/circulate information and to arrange meetings and venues.
- Build and maintain good working relationships with colleagues within Centres and with external organisations.
- Ensure through persuasive skills and tact that instructions given by the Senior nursing team are carried out by team members without disruption.

Confidentiality

- Ensure confidentiality is maintained at all times. Manage sensitive and confidential information with appropriate tact and diplomacy to ensure confidentiality is maintained.
- In accordance with the General Data Protection Regulations, ensure that any data retrieved from PAS system relating to staff/patient is treated in the strictest confidence at all times.
- To be aware of and adhere to, where relevant, the policies and procedures of the Trust.
- Proficient in the use of computer software applications, especially Microsoft PowerPoint, to produce presentations for Care Group Director.
- To maintain database for annual leave, staff absences, sick leave, study leave etc.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • 4 GCSE'S Grade C or above • Evidence of a commitment to continuous professional development 	<ul style="list-style-type: none"> • NVQ3 in Business Administration or equivalent qualification or experience
Experience	<ul style="list-style-type: none"> • Proven ability to provide secretarial services and administrative service on behalf of a manager • Evidence of ability to achieve own work targets • Evidence of the successful management of a number of projects • Proven ability to take minutes on a regular basis. 	<ul style="list-style-type: none"> • Previous NHS experience
Knowledge and skills	<ul style="list-style-type: none"> • Evidence of ability to deal with confidential and occasionally complex and sensitive matters with diplomacy and expertise. • Evidence of ability to manage own workload effectively. • Evidence of ability to exercise own judgement and occasionally analyse situations in 	

	<p>order to identify a way forward.</p> <ul style="list-style-type: none"> • Evidence of ability to make decisions. • Knowledge of full range of secretarial policies and procedures. • Evidence of standard keyboard skills Evidence of standard level use of IT packages such as Microsoft Office suite of products. 	
Other	<ul style="list-style-type: none"> • Ability to travel across all Trust sites 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.

