

Radiology Clerical officer

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.

- This role helps the radiology team provide a smooth and friendly service for patients.
- It involves welcoming patients, answering questions, and helping them get to the right place.
- The job includes booking and organising appointments for both outpatients and in-patients, including people who may have suspected cancer.
- You will work with many different staff across the hospital and need to use computer systems to keep patient records accurate and up to date.
- You will also help with daily office tasks such as sorting post, managing supplies, and making sure requests are recorded correctly.
- The role requires working independently, staying organised, and supporting the team to deliver a high-quality service.

Job Description

Job title:	Radiology Clerical officer
Grade:	3
Site:	The Royal Shrewsbury Hospital
Accountable to:	Radiology Office Manager
DBS required:	Yes – Standard

Main Duties

- To provide comprehensive administrative support to the Radiology department and wider management team.
- The post holder will support the radiology clinical teams and the wider management team to ensure smooth delivery of a quality patient focused service.
- To deliver an efficient and effective administrative service for radiology which includes reception duties and coordinating appointments for outpatients and in-patients.
- To be able to work independently and on own initiative with minimum supervision to carry out the duties of the post, working closely and communicating effectively with other members of the radiology team and teams from other departments such as referring consultants, CNS, medical secretaries, staff from clinical teams within the trust, community teams and GP practices.

- To be responsible for monitoring and booking referrals for outpatient appointments which include suspected cancer patients and ensure they are planned in accordance with agreed service guidelines and in line with National waiting times and clinical targets.
- To be responsible for the coordinating of In-patient scans into relevant modality lists, working with ward staff/doctors to pass on appointment times and specific preparation details required for the patients scan.
- To meet and greet patients, relatives and staff who attend the department or via telephone, to be able to give them direct help or give directions to obtain assistance from the appropriate person.
- To maintain accurate electronic records using Radiology software (wellbeing), the Trusts Patient Administration System (PAS), TQuest (GP referrals), Somerset register and Review.

Reception Duties – Service Delivery

- To meet patients who attend the radiology department, attend them for their appointment, deal directly with their query, or seek assistance if required.
- The post holder is expected to use the Trusts Patient Administration System (PAS) ensuring all relevant patient information recorded accurately and updated accordingly upon contact with the patient or upon notification of changes in circumstance.
- To deal with day-to-day enquires from patients, radiology consultants, referring consultants, CNS, and other staff within the trust including staff working in other clinical centres. This may be to give direct help or giving directions to obtain assistance from the appropriate person.
- Throughout the day bring across electronic GP orders received to the request list and assign for vetting if required.
- Send out Partial book letters daily to outpatients and manage these on an urgency basis.
- Deal with clinical staff bringing In-patient requests into radiology, ensure they are scanned on to radiology system (wellbeing) before advising them to discuss with a consultant radiologist.
- Deal with all outpatient requests that are received into the department, ensuring all data is transferred correctly on to radiology system (wellbeing) including the correct examination code is entered and assign for vetting if required.
- Ensure that request cards are filled in correctly and arrange return to the referrer if they are incorrect.
- Print daily patient radiology reports, distribute to wards, Clinics or outside referrers via internal trust post or external post.
- Open and sort Post that arrives at the radiology department.
- To maintain and manage office stationery, to be checked on a weekly basis to ensure an appropriate level of stock is always available and to communicate to deputy Office Manager when stocks are low.

- To maintain and manage the stock level of the colonic study capsules. Ensure a weekly check of these are done and new order is completed to ensure these do not drop below an appropriate level.
- To maintain and manage the stock level of the Gastrogaffin Oral preparation. Ensure a weekly check of these are done and communicate to CT team if a new order is required.
- To comply with Trust and Departmental procedures. Fire and Health and Safety.
- To comply with the “system of work” for the controlled areas of the department.

In patient co-ordinator – Service Delivery

- The post holder is expected to plan and prioritise workload using their own initiative working to agreed Guidelines and Standard Operating Procedures to support decision making.
- Deal with Care coordination centre referrals for patients requiring DVT scans. Liaise directly with the centre should there be any missing referrals for that day. • Responsible for the daily management of emails received to the generic department email, answer emails that they can or forward on to relevant radiology team member where necessary.
- Book In-patient scans into relevant modality lists, liaise with ward staff/doctors to pass on appointment time and specific preparation details required for patients scan.
- For speciality in-patients requests such as paediatrics or interventional procedures discuss directly with consultant radiologist to agree when procedure can be performed.
- To book haematuria patients in line with their one stop clinic appointments, by using the Trusts Administration system (PAS) Sema to check patients lists on specific clinic diaries. And to liaise directly with the 2ww Booking team for relevant referrals that are required.
- To book PMB Patients directly for their US scans using the shared folders to obtain relevant referrals from 2ww booking team.

Appointments – Service Delivery

- The post holder is expected to plan and prioritise workload using their own initiative working to agreed Guidelines and Standard Operating Procedures to support decision making.
- To deal with all telephone enquiries coming through the radiology call centre.
- To appoint, cancel or rearrange any outpatient appointments from incoming calls.
- To deal with any telephone enquiries from within the trust and other organisations.
- To operate and maintain an efficient and effective Booking service for out-patient appointments (CT, CTVC, US, MRI, Plain Films, Fluoroscopy, and

interventional procedures). Ensuring clinical priorities are maintained and recorded appropriately within the radiology system (wellbeing) and that patients are planned for their scans in accordance with their clinical priority i.e. Cancer or urgent patients followed by routine patients by longest wait in line with the National waiting times.

- To have knowledge of the preparation required for all x-ray procedures.
- The post holder must ensure when booking outpatient scans the examination code is cross referenced with the vetting notes and protocol to ensure they match, also to use Trust Review system to check up to date EGFR (Blood) results for contrast CT scans.
- The post holder will be expected to use the Somerset Cancer database to ensure patients are on a cancer pathway to ensure they are recorded as the correct urgency to allow patients to be appointed within the correct time frame.
- Responsible for signing patient prescription form to confirm posting of preparation for Virtual CT Colonoscopies. To ensure patient details on preparation is cross referenced with patient details to ensure being sent to correct patient.
- To ensure TCI Forms for bed requests are completed and sent to the relevant trust booking team when booking interventional procedures.
- The post holder will be responsible for ensuring effective data quality of the waiting list ensuring when notification is received from Clinical teams or patients that their scan is no longer required the patient will be removed appropriately and in a timely manner. Ensuring the referral is returned to the referrer with all relevant information.
- The post holder will be responsible for ensuring that lists are planned in accordance with radiology templates and utilisation timings to maximise radiology throughput and achieve National waiting times.
- The post holder is responsible for communicating with patients whose appointments are to be cancelled due to operational or unforeseen clinical issues.
- The post holder will assist and support the Office/deputy manager in the training of new team members by demonstrating own duties where necessary and shadowing new team member until full competency is achieved and they are able to work unsupervised.
- The post holder must escalate any concerns through to the office/deputy manager.

Responsibility for Staff, Resources and Information

- Will be required to demonstrate administrative duties to new or less experienced employees or provide basic training on admin systems
- May require day to day supervision and/or co-ordination of staff
- Responsible for maintaining stock control (e.g. consumables, admin stock) and ordering and maintaining office supplies and stationery
- May handle patient valuables Frequent data entry, text processing and storage of data.

- Updates, maintains and stores clinical or non-clinical records

Policy and Service Development

- To be aware of, and follow, all relevant Trust policies including those on information governance and data protection.
- To be aware of service improvement opportunities and actively seek opportunities to provide comment and suggestions on improving policies and working practices within the department/service.

Organisational, Analytical, Decision Making

- To plan and organise straightforward activities which may be ongoing. This may include staff rotas, clinics, meetings, managing diaries.
- To make judgements involving facts or situations, some of which require analysis. E.g. when deciding how to respond to queries, making decisions around diary commitments and how meetings or clinics will be organised.
- To be guided by standard operating practices and well established procedures for matters that are generally routine, referring any non-routine matters to colleagues as needed.

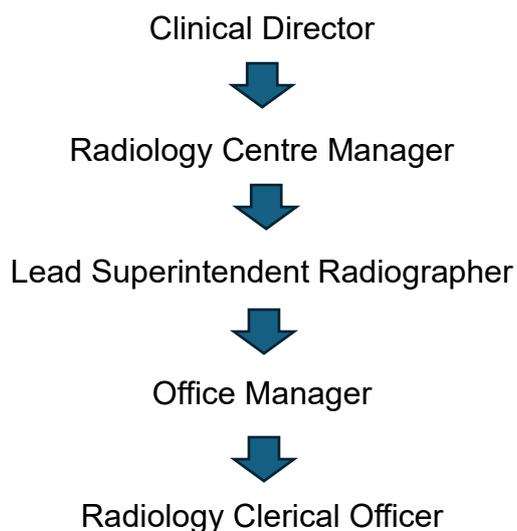
Communication and Working Relationships

- Provide and receive routine information requiring tact or persuasive skills or where they may be barriers to understanding, this includes the provision of written or verbal information to colleagues.
- Communicates complicated administrative information to staff from other departments and/or external contacts verbally or in writing.
- Provide and receive complex or sensitive information (e.g. patient records)
- May be required to exchange information with patients, relatives and staff on a variety of departmental matters and procedures.

Physical, Mental and Emotional Effort

- The post holder will frequently be required to sit or stand in a restricted position for a substantial proportion of the day.
- Frequent concentration required for administrative and duties, where the work is unpredictable due to urgent requests, e.g. problems with scheduling or rostering that require urgent amendments, urgent need for data or information for colleagues/meetings.
- Exposure to distressing or emotional circumstances is rare
- Use VDU equipment more or less continuously

Organisational Chart



Person Specification

	Essential	Desirable
Qualifications	NVQ Level 3 or equivalent qualification or experience Good basic education Grades A-D (9-4 or Equivalent) Must Include Mathematics English.	NVQ Level 3 in administration
Experience and Knowledge	Experience in an administration role Knowledge of secretarial or administrative procedures and systems	Experience in the NHS Experience in arranging appointments for radiology procedures Use of Trust patient information system Order in which appointments can be arranged. Medical terminology
Skills	Clear communicator both in writing and verbally Able to share information with tact or persuasive	

	<p>skills where necessary Able to analyse situations and information</p> <p>Must be proficient in the use of Microsoft Office and have standard keyboard skills.</p> <p>Able to cope with a variable workload and adapt to a range of Office duties as required.</p> <p>Ability to prioritise and plan work effectively, and under pressure, using initiative and able to meet deadlines.</p> <p>Work independently and in a team equally well.</p>	
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General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are

employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of

Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the 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.

