

Radiotherapy Engineering Apprentice 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 is a three-year apprenticeship where you work towards a Healthcare Science Practitioner Degree in Radiation Engineering.
- You will learn how to help maintain, test and repair radiotherapy and medical equipment in a hospital.
- You will work mainly at the Royal Shrewsbury Hospital but may visit other hospitals to gain experience.
- You will support engineers with tasks like equipment checks, repairs, record keeping and making radiotherapy aids.
- You will learn to work safely, follow health and safety rules and communicate well with different hospital teams.
- To be offered a full-time job at the end, you must complete the degree and show you can carry out all parts of the role confidently.

Job Description

Job title:	Radiotherapy Engineering Apprentice
Grade:	5 Annex 21
Site:	The Royal Shrewsbury Hospital but may be deployed to other hospital areas within SATH
Accountable to:	Chief Clinical Technologist (Engineering)
DBS required:	Yes – Enhanced

Job Purpose

- To gain a Healthcare Science Practitioner (Radiation Engineering) Degree, BSc(Hons) during 3 year apprenticeship programme
- The candidate will gain experience and gain competence in:
The technical and engineering support to a radiotherapy service including scheduled maintenance, repair, calibration and quality assurance (QA) checks of radiation treatment and diagnostic medical and associated equipment within a hospital environment.
- To be in a position to be offered a full time substantive position the successful applicant will need to have completed their qualification in full and demonstrated competence in the following job description.

Main duties and responsibilities

- The apprentice will be based predominantly at The Royal Shrewsbury Hospital but may be deployed to other hospital areas within SATH to gain valuable experience and meet academic programme requirements. Visits to other hospitals within the region may also be required.
- The technologist will gain a Healthcare Science Practitioner (Radiation Engineering) Degree, BSc (Hons) by attending University of the West of England, Bristol. The programme is distance learning with attendance at university for a period of one week, three times per year.
- The apprentice will be required to carry out the following tasks under the direct supervision of a Clinical Technologist and in accordance with the Radiotherapy Quality Management System:
- Aid in the service, calibration and radiation tests at pre-determined intervals, equipment identified by the Radiotherapy Physics Planned and Preventative Maintenance, and QA schedules in accordance with departmental procedures.
- Support in the design and fabrication of customised Radiotherapy and Physics aids adhering to all engineering workshop procedures and health and safety protocols.
- Aid in the technical support of the radiotherapy patient management IT system and its associated components.
- Aid in the diagnosis of equipment or system defects to component or modular level as necessary and then effect appropriate cost-effective repairs. Identify and order correct spare parts & suppliers as required by departmental throughput; ensure parts are correct; fit parts, complete repair and test device before returning to service.
- Input and feedback specific work and asset related data onto Radiotherapy Physics computerised record management system and databases.
- Continually monitor personal and departmental activity to ensure the health and safety of the individual, team colleagues and Trust patients is not compromised.
- Ensure safe practice to minimise the risks of infection to patients and staff in accordance with national and Trust policy, in particular to be aware of personal responsibilities as listed in the infection Control Operational Policy.
- Communicate engineering information to more senior Engineering Clinical Technologists within the department.
- Communicate and work effectively with other professionals i.e. hospital physicists, dosimetrists and therapy radiographers.
- Under direct supervision, liaise with manufacturers and suppliers to ensure correct spare parts and technical information is provided to equipment users.

- Under direct supervision, liaise with maintenance contractors to ensure equipment downtime is minimised.

- Attend training events and sessions as agreed through the Trust's personal review process to ensure professional development is continually maintained.

Organisational Chart

Head of Radiotherapy Physics
Chief Clinical Technologist (Engineering)

Clinical Technologist Band 7
Clinical Technologist Band 6 Clinical Technologist Band 6
Clinical Technologists Band 5
Radiotherapy Engineering Apprentice

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Minimum of 5 GCSEs grade A* - C (9 - 4) or equivalent in English and Maths and a Science subject (preferably) <p style="text-align: center;">AND</p> <ul style="list-style-type: none"> • 3 A Levels (BBC) including Physics plus one other Science or Maths subject <p style="text-align: center;">OR</p> <p>BTEC Extended Level 3 Diploma (DDM) or equivalent in Engineering</p>	
Experience and knowledge	<ul style="list-style-type: none"> • Some basic knowledge of electronic engineering principles and practical applications • Some basic understanding and appreciation of electronic/mechanical engineering principles. • Competent in the use of Microsoft Office. • Good written and verbal communication skills. 	

	<ul style="list-style-type: none"> • Able to work on own initiative as well as part of a team • Ability to liaise with others at all levels • High level of accuracy and attention to detail and the ability to work to deadlines under pressure of time. • Advanced verbal communication skills to convey complex information to a variety of listeners. Able to observe when communication has failed and to adopt different communication strategies under those circumstances. 	
<p>Skills</p>	<ul style="list-style-type: none"> • Manual dexterity with a range of workshop tools to ensure defects can be repaired • Computer / keyboard skills to enable devices to be programmed or records to be kept using a range of available software (Microsoft, device manufacturer specific) • Be able to work with Safety Operating Procedures and within safe systems of work and report any deficiencies in those procedures and systems. • Ability to undertake occasional lifting of heavy equipment using appropriate health and safety control measures, to assist engineering and physics team members in machine QA and maintenance 	

	<ul style="list-style-type: none"> • Competence and confidence to work under clinical staff supervision at patient bedside • Ability to concentrate in a busy workshop and clinical environment but respond to customer requests for urgent technical support to enable patient treatment / diagnosis to continue. 	
<p>Other</p>	<ul style="list-style-type: none"> • Requirement to work in radiation controlled areas and on contaminated equipment within Infection Prevention and Control guidelines • Demonstrate an awareness of electrical hazards and appropriate control measures associated with day-to-day care of equipment. • Willingness to undertake and satisfactorily complete the Apprenticeship within 3 years which may include the need to work outside of contracted hours in order to gain appropriate work exposure. Time off in lieu will be given. • Willingness to develop new skills and undertake apprenticeship training programme - including week block training in Bristol x 3 per year. • A professional and tidy appearance, punctual and a positive attitude to learning. • Willingness to travel to meet the requirements of the post, with support 	

	<p>and paid travel expenses in line with Trust policy</p> <ul style="list-style-type: none">• Must not hold a qualification at the same or higher level in the vocational subject area.• Be expected to complete self-study sessions outside of working hours in order to complete academic components of the program.	
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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.

