

# RESEARCH QUALITY ASSURANCE AND GOVERNANCE LEAD

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 make sure research and innovation activities run safely, smoothly and to a high standard across the organisation.
- You will check that research work follows national rules and guidelines by leading audits, monitoring and quality checks.
- You will support researchers by helping them gain approvals and guiding them through complex research processes.
- You will work closely with senior leaders to improve research services, systems and ways of working.
- You will help track research activity, report on performance, and prepare clear reports for meetings.
- You will build good working relationships with staff, partners and outside organisations to support research and innovation.

## Job Description

<b>Job title:</b>	Research Quality Assurance and Governance Lead
<b>Grade:</b>	Band 6
<b>Site:</b>	The Royal Shrewsbury Hospital
<b>Accountable to:</b>	Head of Research & Innovation
<b>DBS required:</b>	No

## Job Purpose

To provide for the efficient running of the quality assurance and service improvement aspects of the R&I service, including but not limited to audit, monitoring, project development, capacity and capability and regulatory compliance. To ensure that the service is able to provide an excellent and comprehensive supportive service to those undertaking research across the organisation. Supporting the Head of R&I and Director of R&I in the management of the Trusts R&I strategy and implementation of the UK Research Policy for Health and Social care.

## Main Duties and Responsibilities

- The post holder will promote research and innovation across the organisation in liaison with the Head of R&I and Director of R&I.
- To devise, undertake and evaluate the yearly R&I audits to ensure compliance with regulatory frameworks
- To devise, undertake and implement monitoring plans and actions where SATH act as sponsor for Research projects.
- To support the Head of R&I and the Director of R&I in the implementation of the UK Research Policy for Health and Social care.
- To lead on the review and agreement for Capacity and Capability of projects at the organisation, ensuring effective and robust systems are in place.
- To support the Head of R&I in developing, reviewing and implementing Standard Operating Procedures, Working Practice Documents and Policies relating to research and innovation.
- To assist the wider R&I teams, PIs, CIs in the process of gaining regulatory approvals for research e.g IRAS applications and site specific processes.
- To lead and support researchers through the complex processes of regulatory approvals where SATH act as sponsor
- Engage and collaborate with internal and external stakeholders seeking out Value added opportunities e.g. Universities, Charities, CRN WM.
- To ensure there is a Quality Management System in place and maintained to aide in compliance with Regulatory Approvals for inspections, audits and monitoring.
- Maintain and evaluate electronic Local performance Management Systems (LPMS) to accurately capture and report on research activity across the organisation.
- To actively support the Head of R&I with implementing the R&I Communication strategy (part of the R&I Strategy).
- To support the R&I senior leadership team with devising, reviewing, implementing and delivering research training across the organisation.
- Be able to work unsupervised and prioritise own workload.
- Devise and present complex reports to R&I committee and team
- Act as a representative at CRN WM meetings such as Research Operational Group, West Midlands Research Training Collaborative
- Act as business and secretarial support for Senior Leadership Team at relevant committees
- Manage own workload
- Supervise junior members of the research & innovation team
- Lead and ensure effective archiving systems are in place and implemented to ensure compliance with regulatory conditions.

- Support the Head of R&I in investigations of breaches, devising and implementing relevant corrective and preventative action plans moving forward.
- Lead and support on service development and improvement projects across the department
- In conjunction with other staff members develop an innovative approach to service delivery.
- Maintain Confidentiality of all information obtained and comply with the DPA (1998)
- To work to International Conference of Harmonization Good Clinical Practice in Research (ICH-GCP) at all times
- To take part with and engage in continued professional development, and appraisal processes.
- Any other duties reasonably agreed with the Head of R&I and the Director of R&I.

### **Strategic and Service Responsibilities:**

- The postholder will lead on service improvement projects assigned by the Head of R&I and other members of the Senior Leadership Team,
- Support the Head of R&I and Director of R&I in the managing, reviewing and monitoring of set Key Performance Indicators.
- Will maintain and support the Head of R&I with the implementation and compliance of departmental SOPs/WPD and policies.

### **Areas of Specialism:**

- The postholder will comply and keep abreast of Clinical Trials Regulations and the UK Policy for Health and Social Care Research and subsequent amendments
- Will be responsible for the tracking, processing and invoicing of income to the department with support from the Head of R&I and Finance Manager.
- Ensuring robust systems are in place to recuperate income to the department and distribute according to local policies and SOPs

### **Organisational Skills:**

- Manages own workload, making decisions within sphere of competence, prioritising workload to meet demands of service.
- Support more junior administrative staff in prioritising workload.

## Communication and Working Relationships:

- Regular communication with internal and external stakeholders including but not limited to Universities, Charities, Pharmaceutical Companies, Other NHS organisations, patients, carers, community members.
- Communicate regularly in a range of forms including, verbal, written, virtual.
- Ability to devise and present complex information to a range of audiences.
- Must be proficient in IT skills with experience in a variety of systems including Office, Edge, IRAS, web based applications and trust used hospital systems.

## Organisational Chart



## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent experience</li> <li>• Proficiency in the use of MS office applications for storing/retrieving data acquired through qualification or practical experience</li> </ul>	<ul style="list-style-type: none"> <li>• Training in monitoring, audit within the research environment</li> <li>• Project management qualification</li> </ul>
<b>Experience and knowledge</b>	<ul style="list-style-type: none"> <li>• A good understanding of the UK Research Policy for Health and Social care, clinical trials regulations and a commitment to maintaining up to date knowledge.</li> <li>• Indepth working knowledge of the clinical trials approvals processes in the UK and specifically for NHS research</li> <li>• Experience of working in an NHS research office based setting</li> <li>• Substantive experience of project management</li> <li>• Experience of setting up, leading and co-ordinating task and finish groups</li> <li>• Able and willing to implement change based on recommendations</li> </ul>	<ul style="list-style-type: none"> <li>• Archiving for Research</li> </ul>

	<ul style="list-style-type: none"> <li>• Secretariat experience</li> <li>• Experience of implementing and maintaining Quality Management Systems</li> </ul>	
<p><b>Knowledge and skills</b></p>	<ul style="list-style-type: none"> <li>• Ability to collate, disseminate and communicate complex information in a variety of formats to a range of stakeholder</li> <li>• Ability to work as part of a team</li> <li>• Effective organisational skills demonstrated by a proven ability to prioritise, successfully initiate and complete work</li> <li>• Excellent proven track record of communication skills</li> <li>• Ability to work autonomously</li> <li>• Professional manner and approach</li> <li>• Ability to travel between sites</li> <li>• Meticulous attention to detail</li> <li>• Ability to concentrate for long periods of time</li> </ul>	

## 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.

