Radiology Systems Officer
Candidate Pack

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 keep Radiology computer systems working so staff can care for patients safely.
- It supports teams at both Telford and Shrewsbury hospitals, with some travel to other sites when needed.
- The job involves fixing system problems, checking patient data, and making sure information is correct and up to date.
- It also includes helping staff use the systems, answering questions, and sharing clear advice.
- The role requires good communication skills, careful working, and the ability to stay focused for long periods.

Job Description

Job title:	Radiology Systems Officer
Grade:	4
Site:	The Princes Royal Hospital with cross site working to The Royal Shrewsbury Hospital
Accountable to:	Radiology Systems Manager
DBS required:	Yes – Standard

Job overview

As a member of the Radiology Systems team this role will support the Radiology and Imaging Departments and wider trust in maintaining Radiology systems to ensure continuity of service, resolution of technical issues. The post is based at The Princess Royal Hospital in Telford, however the post-holder will be required to cover work at Royal Shrewsbury Hospital on a regular basis and be willing to travel to other hospital sites within Shropshire as required.

The post-holder is responsible for:

• Providing support to users of the applications and hardware and will therefore be required to have in depth knowledge of Radiology systems.

• Providing support for Radiology systems.

• Providing, collating, and verifying high quality and timely clinical data to support clinical and managerial processes within the Service and Trust.

Main Duties and Responsibilities

The post-holder will:

- Maintaining timely, accurate and comprehensive records of diagnosis steps and actions taken to resolve problems.
- Receive complex clinical information and be responsible for its retrieval and interpretation from patient notes/case notes and computerised information systems; coding as appropriate, using the recognised national data classifications. This will require good concentration for long periods of time.
- Participate in comprehensive training and refresher courses and professional development programmes to keep up-to-date with changes in both national/regional standards and local policies.
- Analyse and resolve any errors found in relation to Radiology exams and patient data.
- Have a high degree of interpersonal and communication skills to liaise with a wide range of hospital personnel; consultants, clinicians, secretaries etc. orally, in writing or electronically in a professional and courteous manner.
- Be able to challenge, question and clarify by reasonable argument other members of the clinical team, to a satisfactory resolution of issues.
- Deal with telephone queries in a polite and empathetic manner, providing appropriate advice and guidance directly to patients, clients, relatives, carers, GPs and members of the public.
- Train and update staff on system changes, feeding back any findings or points of interest at local or regional level.
- Have a clear understanding of the IT systems used by Radiology
- Have a detailed knowledge of the importance of clinical data collection and audit mechanisms and their use, and an understanding of data quality issues.
- Be able to use remote technologies to diagnose and resolve software problems in a timely manner.
- Have a good knowledge of Radiology terminology and abbreviations. Keeping up to date with current system developments and technologies.
- Attend team meetings, raise issues and establish timescales for action, and follow-up decision agreed.
- Report all computer related problems to the IT Service Desk or to the software supplier and follow up to a successful resolution.
- Report all system related problems to senior members of the team, resolving any issues within your own area of competence
- Retrieve appropriate clinical information from other hospitals for patient care provided outside the Trust.
- Abstract and analyse clinical information including medical, diagnostic and related operational/procedural data and enter on the Radiology Systems. Investigate and correct system errors.
- Liaise with senior members of the department to inform them of any problems with systems, to find satisfactory solutions with the aim of developing these systems to enable episodes to be completed satisfactorily.

- Prioritise workload, meet deadlines and tackle problems systematically and with initiative.
- Develop systems to ensure 100% data quality and completeness.
- Provide specialist advice to clinical and non-clinical staff with regards to Radiological systems.
- Regularly produce information, statistics and reports, regarding radiological performance data, at a prescribed time to monitor data input and Service performance against regional/national standards and targets in a timely and accurate manner.
- Provide information in an acceptable format for presentation at local, regional and national level.
- Document new processes and techniques in accordance with Quality Management System requirements.
- Extract and present information from computerised systems in accordance with ad-hoc, as well as routine, monitoring requirements.
- Be able to concentrate for long periods, responding to unpredictable work patterns and interruptions.
- To supervise the staff with Radiology systems and hardware and provide advice and support on a day☐to-day basis.
- To be able to prioritise own workload to ensure that strict deadlines are met and planning for short and long-term objectives.
- To work in a conscientious way achieving a high degree of accuracy in all tasks. To use initiative and work without continuous supervision, making decisions as appropriate.
- To communicate effectively on a daily basis with other members of the multidisciplinary team
- To ensure that workspaces conform to relevant regulatory requirements and that working practices are appropriate, safe and free from hazard, also to be responsible for co-ordinating Health and Safety returns and risk assessment.
- To keep self and all other staff updated in all relevant practices, policies and standards
- To monitor and organise own mandatory training requirements, including Information Governance, in line with national and Trust guidelines.
- To observe strict confidentiality of patients' records at all times in accordance with the Data Protection Act 1998, Code of Confidentiality and Information Governance requirements.
- To develop an extensive knowledge and understanding of all Radiology Programme publications, national standards and guidelines.
- To assist in the implementation of regular system projects within Radiology. To remain up to date with changes in technology/practice and implement change where this will deliver improvements to the service.
- To take responsibility for own personal development.
- Proficient in the use of Microsoft Office, in particular word, Excel and Outlook.
- Effective operation of all Trust IT systems, including, PACS, RIS, PAS, Clinical Portal, IEP, Ordercomms. Provision of statistical and analytical data ensuring

accuracy at all times, analysing and resolving complex statistical information using the systems reporting tools and other reports as defined by the Trust.

- Liaise with the suppliers of the OCS, RIS, PACS, IEP and Modalities regarding issues and updates.
- Updating the configuration of Radiology systems to match clinical requirements.
- Assist in training of all departmental staff in correct techniques for data entry, retrieval, verification and handling.
- Effective written and verbal communication by the most appropriate means for individual tasks.
- Communicate complex statistical information to colleagues within the Trust and external organisations, e.g. AGFA, EMIS Health, HSS, Sectra.
- Provide general advice, information and guidance directly to patients, clients, relatives and carers.
- Communicate sensitive information to colleagues, MDT, clients, patients, relatives and carers.
- Deal with enquiries from clinicians, other organisations and members of the public which are beyond the scope of fellow team members

Person Specification

	Essential	Desirable
Qualifications	Minimum of 5 GCSE's or equivalent (including Maths and English). Information Governance training. Confidentiality training. Willingness to work towards NVQ Level 3 in Office Administration/IT.	NVQ Level 3 in Office Administration/IT.
Experience	Comprehensive office experience within a healthcare environment. Computer user competent in the use of Microsoft Windows and Microsoft Office, Word, Excel, Outlook and Access. Experienced user of Trust IT systems.	Competent in the use of previous experience of RIS, PACS, EPR, Order Comms, IEP, SPINE
Knowledge and skills	Excellent communication skills - able to communicate with all members of the multi disciplinary team, patients, GPs, carers - both verbally and in writing. Effective negotiating skills in dealing with all members of the multi-disciplinary team. Comprehensive IT skills, proficient in word processing, spreadsheets and databases. Accuracy,	Strong interpersonal skills and ability to liaise confidently at all levels.

	concentration and excellent keyboard skills required for data input. Excellent numerical and analytical skills. Workload planning and management in order to meet tight deadlines. Excellent problem-solving skills. Ability to accurately analyse and interpret data. Evidence of organisational skills and ability to prioritise own workload Ability to work under pressure to achieve known deadlines and frequent unpredictable requests. Ability to handle confidential and sensitive information appropriately.	
Other	Self-motivation and enthusiasm. Attention to detail. Able to concentrate for long periods when classifying difficult cases. Willingness to learn new systems. Attendance at local/regional/national meetings.	

	Ability to carry out frequent moderate physical effort throughout the day. Requirement to sit for prolonged periods whilst carrying out the duties listed above. Assisting with installing and updating software Assisting with moving Radiology IT equipment. Occasional exposure to distressing or emotional circumstances. Have the ability to deal with high levels on interruption throughout the day	

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.