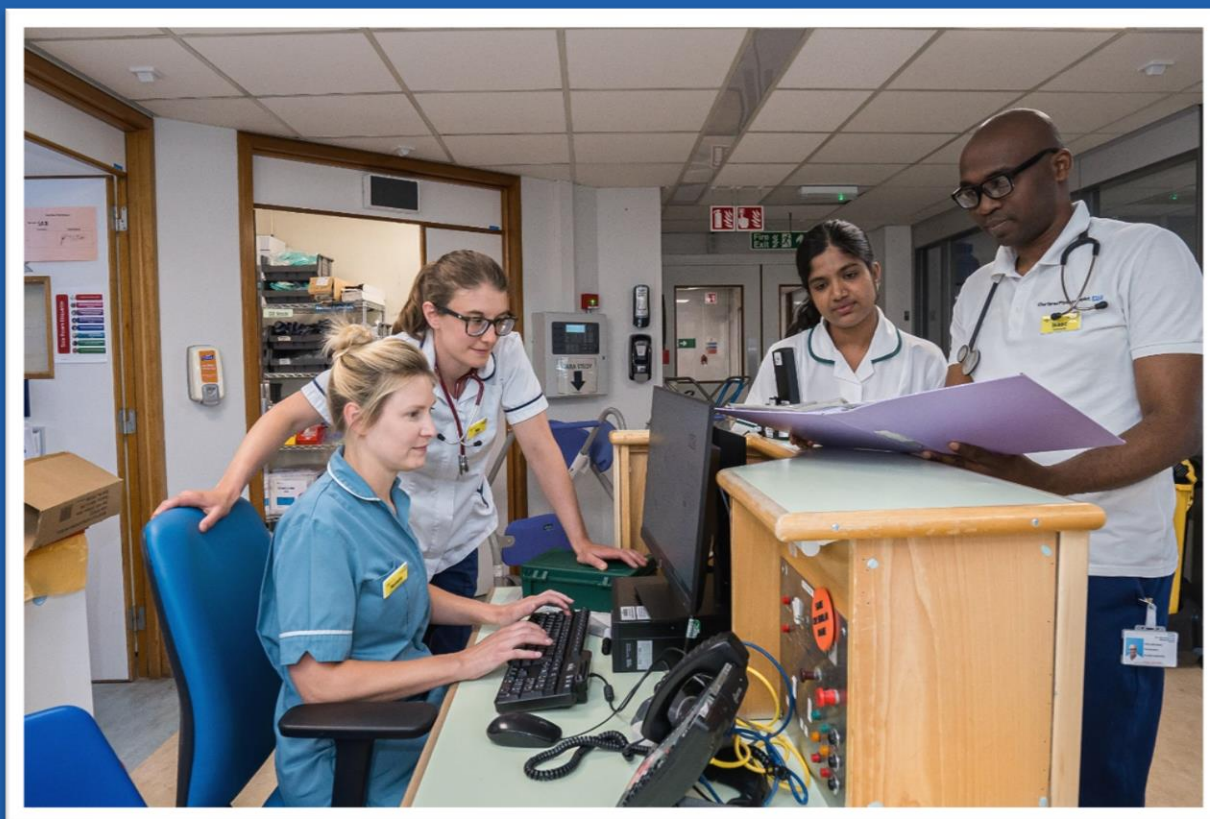


Superintendent Radiographer

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 run and improve the MRI service so patients get safe, high-quality care.
- It involves leading the daily work of the MRI team and making sure staff are trained and supported.
- You will make sure the MRI scanner and equipment are used safely and kept in good working order.
- You will plan staff rotas, manage waiting lists, keep records, and follow Trust policies.
- You will work closely with other teams, deal with patient concerns, and help keep the service running smoothly.
- You will also help with audits, safety checks, new equipment, and your own ongoing professional development.

Job Description

Job title:	Superintendent Radiographer in Magnetic Resonance Imaging (MRI)
Grade:	7
Site:	The Princess Royal Hospital, Telford
Accountable to:	Lead Superintendent Radiographer
DBS required:	Enhanced with Adult and Child Workforce & Barred Lists

Main Duties

To support in the management and development of the SaTH MRI service to provide a quality service by utilising resources in an efficient and safe manner.

- To demonstrate leadership skills in line with the Trust values.
- To manage the day-to-day provision of the MRI service at PRH and the CDC.
- To develop and promote the MRI service focusing on quality of service and optimising patient pathway within the service provision available.
- To supervise and train Radiographers and students in MRI technique.
- To be responsible for the safe operation of the MRI scanner and the safety of personnel in the suite.

- To develop and maintain MRI examination protocols and guidelines ensuring consistency in service provision cross site.
- To manage the resources efficiently.
- To manage the MRI waiting list and report to the Radiology Centre Manager any problems or breaches of targets.
- To implement Trust and Radiology Centre policies and procedures.
- To maintain records to:

ensure safe operation of equipment,

record staff training,

assist budgetary control by undertaking internal modality management of staffing rosters, bank staff usage and overtime allocation,

record activity.

- To maintain the equipment performance and take relevant corrective action if faults are noted.
- To carry out staff appraisals and monitor sickness absence according to Trust policy
- To assist in the recruitment of new staff for the MRI suite
- To respond to verbal complaints from patients or carers.
- To participate in departmental audits.
- To liaise with clinical teams to ensure effective communication and multi-disciplinary working.
- To actively contribute to the overall business plan for the Radiology centre – identifying staff and resource requirements and forward planning to meet these.
- To actively participate in the governance requirements and assurance for the MRI team including risk management, incident investigation and documentation.
- To actively support in the consistent implementation of Trust Human Resources Policies.
- Maintaining personal Continued Professional development and Code of Conduct in line with the Health Care Professionals Council (HCPC) and Society of radiographer (SoR) expectations.
- To support in equipment installations ensuring compliance with safety regulations

Systems and Equipment

Need to use:

- Radiology information system
- Patient information system
- MRI Scanner
- Contrast Media Injectors
- Patient resuscitation equipment
- Patient handling and moving equipment (manual and motorised)
- All equipment that may come with a patient from the ward
- Quality Assurance equipment and programmes
- Image archiving devices
- MRI Compatible Equipment

Decisions, Judgements and Freedom to act

- Maintain the day-to-day running of the MRI suite without direct supervision.
- Make decisions on patient management to maintain smooth running of the work list and patient care.
- Write and implement protocols and guidelines applicable to MRI procedures in consultation with the Lead Superintendent Radiographers.
- Manage the work pattern for Radiographers, Students and Assistants in the MRI suite.
- Equipment management and maintenance

Communication and Relationships

- Work closely with Lead Superintendent Radiographer to ensure effective management of service.
- Work closely with the MRI Superintendent Radiographer at RSH to provide consistency in service and quality cross site.
- Liaise with all staff in the MRI suite.
- Liaise with all staff in the Radiology Department.
- Liaise with all staff in the Trust to maintain the service to patients and other staff.
- To deal with verbal complaints and patients/carers concerns.

- Be able to deal sympathetically with all patients especially the young, elderly and those with learning difficulties.
- Be able to prioritise their workload.
- Be able to manage staff to ensure effective cover of the MRI scanning service.
- Effectively liaise with service providers to ensure continuity of MRI cover.
- Provide monthly report to Lead Superintendent Radiographer to feed into KPI centre review.

Physical, Mental and Emotional Demands of the Post

- To handle emotive and challenging situations relating to patients, service users and staff, using influential negotiating and motivational skills to achieve desired outcomes.
- To cope with frequent interruptions whilst in periods of concentration.
- To regularly deal with a wide range of complex patient complaints and staff problems.
- Developed physical skills - Accuracy and dexterity are needed to position patients, give intravenous injections, narrow margin of error
- Occasional moderate effort for several short periods:

OR

Frequent moderate effort for short periods

- Positioning, and manoeuvring of all patients.
- Lifting, bending, stretching, and twisting.
- Moving and positioning of expensive MRI coils for each patient examination.
- Pushing of trolleys, beds and wheelchairs.
- Use of computer keyboard, mouse and VDU daily.
- Occasional distressing situations when working with the terminally ill, road accident victims or child abuse victims.
- Verbal aggression occasionally when dealing with patients, relatives or complaints.
- Occasional contact with angry, difficult, upset or drunk patients.
- Dealing with staff personal problems with empathy and understanding
- Empathy for both patients and relatives.
- Dealing with difficult and distressed patients their relatives and their emotions.
- Dealing with children and patients with learning difficulties.

- Dealing with staff personal problems with empathy and understanding.

Working Conditions

- Working in an environment that is potentially hazardous if safe systems of work are not practised (magnetic field).
- To maintain a strong presence within the patient environment.
- To work in normal office conditions, including regular VDU work.
- To travel between all Trust sites.
- Verbal and physical aggression occasionally when dealing with patients or relatives
- Undertake a 1st line troubleshooting/repair to most types of complex expensive equipment.
- Have to deal with unpleasant bodily fluids and odours daily.
- Have to be aware of and deal with infectious diseases.

Person Specification

	Essential	Desirable
Qualifications	BSc or Equivalent in Diagnostic Radiography Current HCPC Registration	Leadership Qualification Post graduate Clinical Qualification in MRI
Experience	Comprehensive experience in MRI in the NHS Experience in leading a team	Experience in an extended role e.g. Staff side engagement, Recruitment, Training Participation in equipment design and installation
Knowledge and skills	Comprehensive knowledge of legislation relating to MRI safety Comprehensive understanding of Agenda for Change. In depth knowledge of MRI Team leadership and motivation. Mentorship and training. Liaising with clinical teams outside of Radiology	Knowledge of legislation relating to management of a team/ service (e.g. Health and Safety Law, HR policies). Experience in risk management.
Other	Demonstrates alignment to Trust values. Demonstrates active Continued professional Development. Current Visa to work in the UK	

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.

