

SENIOR SPECIALIST MEDICAL EQUIPMENT INFORMATICS TECHNOLOGIST 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.

- Maintain, test, repair and support a wide range of medical equipment, including life support, monitoring, diagnostic and ventilation devices.
- Use specialist technical and IT knowledge to solve equipment problems and support clinical systems.
- Lead on complex equipment repairs, provide expert advice, and work closely with clinical staff, suppliers and digital teams.
- Deliver training to healthcare staff so equipment is used safely, correctly and in line with required standards.
- Support the management, improvement and safe use of medical equipment across hospital and community settings.
- Take responsibility for prioritising work, responding to emergency call-outs, and helping lead the team when required.

Job Description

Job title:	Senior Specialist Medical Equipment Informatics Technologist
Grade:	Band 7
Site:	The Royal Shrewsbury Hospital
Accountable to:	Head of Medical Engineering Services
DBS required:	None

Post purpose/summary:

A highly skilled and experienced Senior Specialist Medical Equipment Informatics Technologist having a high level of knowledge, understanding and responsibility. The position will carry specific core areas of responsibility, but the post holder would also be expected to cover other areas of expertise and be expected to work both autonomously and as part of a team. Commissions, calibrates, diagnoses, maintains/repairs, safety and functional checks a broad range of often complex, occasionally highly complex and specialised equipment i.e. anaesthesia, life support, patient monitoring, therapy, diagnostic, ventilation, ultrasound which at times is patient connected. Expected to take the lead in respect of decision-making regarding equipment repair and customer liaison. Provides a high level of technical and IT support and delivers effective competence-based training to all Clinical Staff as required by external Auditing bodies. Work as part of multidisciplinary teams to support and develop the medical engineering teams. Provide highly technical technical/complex advice to clinical and other staff groups as required.

Organisational position:

- Responsible to Head of Medical Engineering.

Scope and range:

- A Countywide service including all Shropshire NHS hospitals as well as the Primary Care PCT Trusts and other external contracts. More than 50,000 assets valued at ~£35M.
- Owing to the service nature and access out of hours work will often be required.
- A Countywide on-call requirement exists, which requires the post holder to respond promptly and autonomously to out of hours emergencies and often involves highly complex patient connected equipment.
- The post holder would be expected to cover the areas of the other Technologists and for Team Leaders duties when absent.

Main duties and responsibilities of the postholder:

These typical duties are not an exhaustive list or in order of importance.

- The post holder will be responsible for ensuring all service process requirements are complied with and these include the disciplines of purchasing, receiving, manufacture, verification maintenance, IT compliance and other associated process activities.
- To carry out Medical Equipment commissioning, calibration, safety checks, repair- maintenance, adaptation with manufacturer's approval and ultimately provision for end-of-life safe disposal.
- To ensure that Medical Equipment is commissioned in line with the Trust's Policy and MHRA guidelines. Subsequently that it is integrated into a Medical Device equipment management system. Thus, to ensure that it is functionally checked, calibrated and safety tested according to standards.
- To certify that all necessary calibration tasks are performed regularly on equipment so that it can be used safely and correctly, ensuring patient safety and accuracy in use.
- Carry out advanced fault finding on often complex equipment to component level.
- Requisitioning of stock and materials for stores, receipt of goods, etc, including sourcing, cost coding and pricing.
- To adhere to the Department's Quality Assurance Manuals/Procedures.
- To arrange demonstrations and evaluate new or trial/loan items of equipment to advise on suitability and projected financial implications.
- To negotiate with manufacturers and compare best value, technology and specification, providing advice where necessary to Clinical Staff.
- To carry out modifications and procedures as stated by Safety Alert Bulletins (SABS). –MHRA and to advise the Liaison Officer of safety or hazard issues that may arise.
- There is a one-person countywide on-call requirement excepting Princess Royal Hospital. Responsibility for electronic, mechanical, anaesthetic, etc, equipment cover including Blood Gas Analysers requiring daily weekend call outs.
- To work in an autonomous manner.

- To induct staff, occasionally this will include supervision of work placement students or apprentices, into the department.
- Provide in-house service training by analysing and communicating in depth technical information to colleagues.
- Attend such training and updating courses as appropriate and to keep abreast of new technology for continual professional development (CPD).
- To undertake administrative duties associated with the technical work, such as updating of appropriate service records, data entry and producing reports which are all legally binding documents.
- To be accountable and personally responsible for all actions taken and information given out in relation to all MES Informatics.
- To review procedures and propose changes to the Quality Manager for continuous improvement.
- To liaise with manufacturers and external agencies for equipment which may not be serviced in-house to ensure best value service and to monitor and verify the work and services.
- To deliver competence-based equipment training for all Clinical staff in the correct use of equipment and procedures for its safe operation. To instruct the correct use of equipment to patients when used in the home.
- Cover for Team Leader during absence.
- Promote the services provided by MES to further increase income generation.
- Due to the nature of the work, and the purpose for which the equipment is to be used, it is essential for the post holder to follow and participate in the Trust's and Department's Health & Safety Procedures and work methodically, whilst maintaining safe and clean working practices.
- To undertake such duties as may be assigned from time to time which are commensurate with such a position. Since these needs may change, as may the resources of staff and material available, it is necessary to recognise that the employee must be willing to undertake other and/or different duties that may, after discussion, be assigned by the Head of Medical Engineering Services or his/her deputy.

Systems and equipment:

- Networked multi-terminal computerised equipment management system.
- Dedicated and specialised test, measurement and calibration equipment i.e Callipers. Digital Multi-meters, Oscilloscopes and Temperature recorders.
- Specialised equipment for competent users including machine tools, i.e. Lathes, Milling machines. Specific servicing aids and tools.
- The above equipment is used to a high degree of accuracy.

Decisions, judgements and freedom to act:

- Planning, organisation and prioritisation of work including scheduled and emergency tasks.
- To fill in initial invoices for labour and spares fitted for external income generating contracts.

- Make judgements and decisions based on interpretation and analysis of complex information relating to equipment to assist Clinical Staff which may be contentious.
- Make autonomous decisions in high-pressure situations i.e. out of hours on call.
- Responsibility to maintain Quality system and team performance.
- Provide technical lead in the commissioning of medical engineering and computing systems
- Specify, identify and evaluate computer hardware & software components for use as part of integrated clinical systems including those used in medical devices.
- When required, adopt the role of system manager for databases and other information systems. As well as carrying out system maintenance activity this may involve adapting existing systems or designing new systems, sometimes using complex programming code such as HTML, SQL, Java, etc.
- Provide first line support to problems, issues and faults for identified system(s).
- Participate in and where appropriate take a lead in internal project work and provide specialist computer services support.

Communication and relationships:

- All grades of Clinical Staff. Para-Medical & ODA's, Technologists to provide equipment and Informatics support information.
- Provide technical support and advice to professional users and develop ideas to overcome problems.
- Communicate effectively on the use and application of complex technical systems with professional users at all levels including patients/end users.
- Delivering effective competence-based equipment training to all clinical staff as required for auditing purposes.
- Equipment Suppliers, Contractors, Hospital Procurement Dept for information and prices.
- External customers and Patients for equipment support.
- Work closely with SaTH digital and Cyber security teams.
- Will actively promote professional registration within the department

Physical, Mental and Emotional demands of the post:

- Working in all Clinical areas is required and on occasions when visiting critical care areas such as Theatres and ITU then distressing situations are encountered particularly with patient connected equipment and anxious relatives.
- Interruptions are expected; must be able to prioritise workload and requirements of the Ward/Department.
- When on-call, situations are often encountered which are non-routine, non-familiar and possibly traumatic.
- Concentration is a daily requirement and occasionally periods of intense concentration are required, sometimes in stressful circumstances when working on patient connected equipment.

- There is a need to work with dexterity and a high degree of co-ordination and precision with delicate and expensive equipment.
- Frequent lifting of a wide range of equipment is required which may be greater than 15Kgs.

Working conditions:

- Light engineering workshop environment and Office areas, Ward areas, Clinics, Theatres. Frequent visiting to other contracted service Hospitals or Healthcare establishments
- Requirement to work in areas where there is exposure to hazardous substances (body fluids, anaesthetic agents and mercury) and may work on equipment with potentially lethal electrical hazards.
- A COSHH system operates within the department area relating to substances used during servicing.
- Although equipment prior to servicing is subject to decontamination protocol this may not always be achieved, so body fluids are encountered.
- Outside of base visits will be to all clinical areas and patient environments.

The prevention and management of acquired infection is a key priority for the Trust. The post holder is required to ensure, as an employee, that his/her work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or themselves:

- All staff must be aware of infection prevention and control policies, practices and guidelines appropriate for their duties and must always follow these to maintain a safe environment for patients, visitors and staff.
- All staff must 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.
- Any breach of infection control policies is a serious matter which may result in disciplinary action.
- All staff have a responsibility to challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Person Specification

	Essential	Desirable
Qualifications	• B.Sc./B. Eng in appropriate Engineering Subject Or • HNC/HTEC/HND/Foundation Degree in appropriate Engineering Subject with substantial CPD experience Plus • Evidence of IT Knowledge	• Member of a Professional Body • Registered as a Clinical Technologist • M.Sc. or advanced expertise to Master's level equivalence
Experience	• Supervisory experience • Servicing – maintaining-repair of a broad range of equipment • Substantial experience in Medical Equipment service environment • Evidence of competency and a combination of short/long courses in the application of engineering and technology in clinical practice which can be verified by a quality management system. • Evidence of competency and a combination of short/long courses in the application of IT within medical engineering	• Specific Specialist servicing capabilities • Specialist knowledge via postgraduate diploma
Knowledge and skills	• Skills in either Electronic, Electrical or Mechanical or a combination • Skills in IT management • Testing procedures	• Core skill certificated competency • Working to Quality procedures • CPD points credited
Other	• Adaptable and Flexible • High personal standards • Cope with pressure • Tact , diplomacy and discretion when dealing with clinical Staff, patients and relatives	Own vehicle

	• Developed multi-skilled working • Good eye co-ordination, dexterity • Ability to prioritise • Good self discipline & attitude to work • Committed to team performance • Ability to work flexibly • Undertake on-call duties • Full drivers licence	
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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

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- 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 Trust's 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.

