Moving to EXCELLENCE

NHS
The Shrewsbury and Telford Hospital
NHS Trust

Waste Compliance Coordinator

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.

- Help make sure waste is handled safely and correctly across all Trust sites, following national guidance and legal requirements.
- Carry out waste checks and audits, keeping accurate records and helping to identify areas for improvement.
- Support staff by providing advice, guidance and training on the correct disposal of waste and sustainable working practices.
- Collect, monitor and report waste data to help the Trust improve performance and meet reporting requirements.
- Assist with projects that increase recycling, reduce waste and support the Trust's Green Plan and sustainability goals.
- Work with teams across the Trust to investigate waste-related issues, maintain compliance and ensure services continue to run smoothly.

Job Description

Job title:	Waste Compliance Coordinator
Grade:	5
Site:	The Royal Shrewsbury Hospital
Accountable to:	Trust Waste Manager
DBS required:	No

Main Duties

The Waste Compliance Coordinator will carry out monitoring and support delivery of waste services across the Trust to improve performance and legislative compliance. The role involves supporting the implementation of waste and other sustainability initiatives. The role will support waste management across the Trust's sites. The postholder will provide specialist support across the group waste management functions including; compliance, operational management, waste auditing, project development and roll-out.

Service Development

- Monitoring the quality and performance of waste services, implementing Trust waste procedures and helping to deliver a consistent waste policy across the Trust.
- Assist with legislative compliance across the Trust Group with regards to waste management,

- aligned with the requirements of HTM 07-01 and all other relevant legislation, assistance with developing Trusts waste policy and procedures as required. Maintain and review duty of care, waste transfer notes, hazardous waste consignment note, records and keep files for the required length of time.
- Assist with the standardisation of waste management processes across all sites which includes dealing with complicated and sometimes incomplete information
- Work closely with the Trust Waste Manager, other members of the team and Clinical Leads to deliver objectives that support the Trust's Green Plan.

Corporate Governance & Compliance

- Identifying any areas where staff are not complying with waste disposal procedures and deliver training to small groups.
- Delivering awareness raising activities, campaigns and events to increase staff motivation in order to reduce all forms of waste.
- Assist in the monitoring, collating and reporting of waste management information.
- Assist investigations and reporting of waste-related incidents with regulatory implications.
- To investigate any clinical and contractor compliance issues.
- Collate and assist with the input of large complex waste data sets both at site and organisational level, required for all statutory and voluntary returns (including ERIC, PAM, Greener NHS reporting).
- Keep up to date with the latest developments in waste and resources management.

Leadership & Influence

- Provide guidance to operational teams and other Trust functions to ensure compliance with waste and resource policies.
- Responding to enquiries from staff in relation to waste and sustainability and assisting with the development and promotion of waste and sustainability communications, campaigns and reference material.
- Ability to carry out waste audits, identify non-compliance, analyse findings, maintain comprehensive records, and produce reports recommending appropriate corrective actions and improvement.
- Occasional working in unpleasant conditions will be required, and the role may require long periods of walking the site to undertake the required audits.
- Deputise for the Waste Manager in Trust-wide Committees on sustainability, compliance and waste management as required.

Resource Management

- Service disruption. Assist with the coordination of end-to-end waste operations across sites during periods of 3rd party and contractor service disruption to ensure clinical service is not interrupted and maintaining a complaint waste service where required.

- Supporting the development and implementation of waste related initiatives in relation to compliance with policy and improvements in the waste hierarchy.
- Supporting the Waste Manager to identify and support the implementation of waste projects.
- Taking delegated ownership for roll out of new projects and waste streams (e.g. offensive waste, food waste, recycling, reusable sharps) and collecting project data.
- Raising incidents of non-compliance with waste policy or legislation.

Human Resources

- Liaise with the Trust Group's Independent Advisor for waste as required. Ensure that any delegated responsibilities are appropriately monitored.
- Actively support staff Health and Wellbeing and the Cultural journey through monitoring and maintaining adherence to Trust values and expected levels of behaviour.
- Promote effective staff engagement and involvement, working in partnership with the staff side representatives to develop and maintain good industrial relations and personnel practices.
- Work in clinical environments with sensitivity to the privacy and dignity of patients when contact is required or occurs.

Health & Safety

- Liaise with the Trust's Fire Prevention, Security and Health and Safety Advisors on waste issues to ensure compliance with Trust policies and procedures and minimise risks to patients, visitors and staff. Work with the Estates Development team to ensure that waste management requirements are considered at the design stage of new developments and refurbishments as well as during decommissioning projects.
- Ensure systems are in place for tracking waste management incidents. Ensure that the incidents are investigated if required and produce a report.

Person Specification

	Essential	**Desirable**
Qualifications	HNC/HND, Level 4 Qualification or equivalent specialist knowledge and experience in waste management, environmental management, or Facilities/Estates management.	Membership of a relevant professional body such as the Chartered Institute of Waste Management (CIWM) or willing to undertake relevant training. WAMITAB Qualification or equivalent.

		Evidence of CPD in waste/environmental management
Skills	Good analytical skills with the ability to respond to differing situations quickly and effectively. Excellent communication and report writing skills, with the ability to explain complex issues clearly. Ability to manage a variable and challenging workload, whilst maintaining flexibility depending on service need. Good interpersonal skills to support the development of working relationships with personnel outside the direct management of the individual. Ability to work to deadlines with the ability to work autonomously and assign priority to own work. Ability to influence, develop and motivate others, in a variety of settings. Ability to communicate and engage effectively with clinical, operational and managerial staff both inside and outside the organisation with regards to waste management. IT literate with the full suite of MS Office	

	applications (Teams, Word, Excel etc).	
Knowledge and experience	Good working knowledge of NHS Waste Guidance, HTM 07-01 and UK Waste Legislation (eg Hazardous Waste Regulations and Environmental Protection Act). Knowledge of Health and Safety Legislation with regards to waste management. Demonstrable operational waste management experience in a large organisation. Understanding and awareness of statutory compliance, auditing and monitoring of waste relating to the NHS. Experience of working within an Estates or Facilities environment.	Experience of correct segregation and waste management within an NHS organisation. Experience of waste compositional auditing. Experience of delivering training. Experience of the contents required for waste performance data and producing reports.
Other	Willing and able to travel to multiple sites throughout SaTH and SCHT.	
Values and Behaviours	Demonstrates a commitment to treating colleagues, patients and others with dignity and respect. Maintains appropriate professional boundaries, including in digital	

	communications and social media. Supports the principles of the NHS Sexual Safety Charter and is willing to speak up about inappropriate behaviour. Will comply with Trust policies and required training relating to sexual safety, harassment and respectful workplace conduct.	

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 providing a safe, respectful and inclusive working environment, free from sexual misconduct, harassment and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust takes a zero-tolerance approach to unwanted, inappropriate or harmful sexual behaviour and will support colleagues affected by such behaviour. The Charter recognises the right of everyone working, training and learning in healthcare to feel safe and supported at work.

The Trust will take all reasonable steps to prevent sexual harassment in accordance with the Equality Act 2010, the Worker Protection (Amendment of Equality Act 2010) Act 2023 and subsequent applicable legislation. This includes considering risks arising from colleagues, patients, relatives, visitors and other third parties.

All employees are required to treat colleagues, patients and others with dignity and respect, maintain appropriate professional boundaries, and comply with Trust policies, procedures, behavioural standards and training relating to sexual safety, harassment, discrimination and respectful workplace conduct.

Employees are encouraged to raise or support concerns about sexual harassment or misconduct through the Trust's established reporting routes. The Trust will not tolerate victimisation, retaliation or detriment arising from a concern raised in good faith.

- Uphold the Trust's commitment to a safe, respectful and inclusive working environment, free from sexual misconduct, harassment and discrimination, in accordance with the NHS Sexual Safety Charter, Trust policy and applicable legislation.
- Maintain appropriate professional boundaries and act in accordance with the Trust's values, policies and procedures relating to dignity, respect, inclusion and professional conduct.
- Speak up about, report or appropriately escalate inappropriate behaviour, and support a culture in which concerns are taken seriously and colleagues are protected from detriment.
- Complete required learning and participate in reasonable measures introduced by the Trust to prevent harassment and maintain sexual safety.

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.