

Business Productivity Manager – Non-Medical Workforce and Roster Compliance Assurance

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 senior nursing leaders make sure staff rosters are planned well and used in the best way.
- It checks that wards follow the right rules when planning shifts and asking for temporary staff.
- It brings together information each week so leaders can make safe and cost-effective staffing decisions.
- It supports teams to use the e-Rostering system correctly and teaches staff how to use it in their daily work.
- It looks at staffing data to spot problems, track risks and make sure information is accurate and up to date.
- It works with many teams across the Trust to improve staffing, reduce temporary staff use and support good patient care.

Job Description

Job title:	Business Productivity Manager - Non-medical Workforce and Roster Compliance Assurance
Grade:	Band 6 (pending Agenda for Change confirmation)
Site:	The Shrewsbury and Telford Hospital NHS Trust
Accountable to:	Chief Nurse
DBS required:	None

Job summary

The Business Productivity Manager – Non-medical Workforce and Roster Compliance Assurance works at Trust-wide level within Corporate Nursing, providing specialist business and analytical expertise in support of non-medical workforce, rostering and temporary staffing compliance assurance. The role works with a high degree of professional autonomy within agreed frameworks to coordinate, analyse and assure workforce and rostering information, supporting the Chief Nurse, Deputy Chief Nurse and senior nursing leaders in the effective, efficient and compliant use of nursing and AHP workforce resources across the Trust.

The postholder leads the coordination, analysis and assurance of complex workforce, rostering and financial information drawn from multiple systems, including HealthRoster, ESR and business intelligence platforms. They will exercise well developed analytical judgement and evaluative skills to analyse and evaluate variance across data sets and against agreed standards, to identify

material risk, assess compliance against policy and governance frameworks, and recommend corrective actions to senior nursing leaders where multiple courses of action exist.

Acting within broad organisational policies, the postholder designs, develops and embeds Trust-wide assurance frameworks relating to e-rostering, roster templating, temporary staffing controls and workforce productivity. This includes leading the coordination and delivery of cyclical assurance processes such as roster sign-off, prospective and retrospective staffing reviews, workforce deep dives and compliance audits, ensuring assurance activity is completed to standard, and that risks, decisions and actions are clearly recorded, monitored and escalated by exception.

The role provides professional leadership within a matrix structure, working collaboratively with Divisional Nursing and AHP teams, e-Rostering, Temporary Staffing, Finance, Workforce Intelligence and HR colleagues to support the consistent application of workforce standards, controls and assurance frameworks, without direct line management responsibility. The postholder has a key role in coordinating and delivering education, training and change support relating to e-rostering and workforce assurance processes, adapting materials for different audiences and supporting the effective and sustained adoption of agreed practices across services.

Through a combination of well-developed analytical and evaluative capability, governance expertise, system knowledge and effective stakeholder engagement, the postholder plays a critical role in strengthening safe staffing, financial control and productivity outcomes across Corporate Nursing and the wider Trust. The role requires high-level communication skills, including the ability to convey complex workforce, compliance and financial information clearly and persuasively to a range of stakeholders, through written reports, dashboards, briefings and verbal discussions, supporting informed decision-making, constructive challenge and collaborative working across services.

The post holder will have significant knowledge of the HealthRoster and other Allocate systems and will use this knowledge to support compliance testing, exception analysis and reporting, while working towards relevant accreditations and certifications.

The Business Productivity Manager provides financial scrutiny and assurance relating to non-medical workforce and temporary staffing expenditure, supporting the development, implementation and monitoring of workforce cost improvement programmes (CIPs). The role supports auditable benefits realisation, through the maintenance of RAID and KPI frameworks, and produces clear, high-quality reports, dashboards and narrative briefings to support senior decision-making.

In partnership with the Chief Nurse, support the development, monitoring and delivery of nursing workforce efficiencies initiatives across the Trust, including

the development, implementation and tracking of workforce cost improvement programmes (CIPs), ensuring auditable benefits realization is tracked.

Work collaboratively with the Lead Nurse for Workforce and Divisional Senior Nursing teams to support the development and implementation of new nursing and support staff roles, contributing workforce analysis, assurance and implementation support within agreed governance frameworks.

In conjunction with the Deputy Chief Nurse, ensure there are clear, robust and auditable processes for the review and sign off of roster templates, confirming alignment to approved budgets and ensuring templates are submitted for approval by the Chief Nurse or Deputy Chief Nurse prior to implementation.

Implement approved nursing roster template changes in line with decisions made by the Chief Nurse, Divisional Directors of Nursing, Divisional Senior Nurses and AHP leaders, ensuring changes are accurately configured within eORostering systems and supported by appropriate documentation and audit trails.

Duties and Responsibilities

- Support the Deputy Chief Nurse and the Lead Nurse for Workforce in embedding continuous improvement and providing Trust-wide assurance for proactive, efficient and effective e-Rostering and utilisation of the substantive and temporary nursing and AHP staffing resources. This includes supporting the governance of agency controls for the elimination of agency use and the reduction in temporary staffing across all nursing and AHP services.
- Work in partnership with Divisional Directors of Nursing, Deputy Divisional Directors of Nursing, matrons and ward managers to provide assurance on the weekly unavailability tracking, roster review activity and temporary staffing requests, ensuring compliance with agreed templates, policies and governance criteria.
- Provide corporate coordination and oversight of weekly prospective roster review and bank request panel meetings, ensuring divisional workforce information, risks and operational impacts are synthesized into clear, evidence-based summaries to support senior decision-making, including twice-daily bank/agency panels and weekly prospective reviews.
- In collaboration with the Deputy Chief Nurse, lead the co-ordination and delivery of governance and assurance processes for roster reviews and bank/agency panels, ensuring decisions, rationales, risks and mitigating actions are systematically analyzed, recorded, monitored and followed through to completion.
- Attend and coordinate the assurance outcomes from the twice daily nursing, midwifery and AHP staffing meetings, ensuring actions and escalation points are clearly articulated and tracked within agreed governance arrangements.
- Coordinate and support preparatory assurance activity for four-week roster sign off meetings (covering rosters and temporary staffing planned eight weeks in advance), attended by Divisional Directors of Nursing, Deputy

Divisional Directors of Nursing and the Chief Nurse/Deputy Chief Nurse. Ensure that assurance information supports delivery of compliant, cost-effective rosters and optimal use of our temporary staffing resources, provide evidence-based recommendations regarding policy adherence and effective system.

- Provide education and support to nursing, midwifery and AHP teams on the effective use of e-Rostering and Safecare, enabling consistent application of workforce processes within day-to day operational practice.
- Support the Deputy Chief Nurse with the assurance of alignment between roster templates, establishments and approved budgets across all nursing and AHP services, working closely with finance leads to ensure consistency, transparency and auditability.
- Acts with a high level of professional autonomy as the Corporate Nursing specialist for non-medical workforce and roster compliance assurance, operating within agreed organisational policies and escalating material issues by exception.
- Exercise delegated authority to coordinate, challenge and assure divisional compliance with workforce, rostering and temporary staffing standards through defined assurance processes, evidence-based review and structured escalation.
- Support the Deputy Chief Nurse with the implementation and monitoring of relevant nursing and AHP workforce (CIPs), maintaining clear baselines, RAID logs and KPI frameworks to ensure accurate tracking and auditable benefits realization.
- Work with the e-Rostering team to undertake assurance testing and analysis or roster requirements at unit level, comparing roster configurations against WTE requirements, and Staff in Post data from ESR to ensure accuracy, currency and compliance.
- Contribute to the setup and maintenance of master roster templates, working with the Deputy Chief Nurse, Lead Nurse for Workforce and e-Rostering team to review source data, ensure version control and secure auditable approvals prior to implementation.
- Analyze and reconcile workforce data between Healthroster and ESR, identify and escalate material variances, agree corrective actions and monitor recovery progress through established assurance mechanisms.
- Configure e-Rostering system structures where required, for assurance and compliance, including the creation of teams, assignment of staff to teams, set up of personal working patterns, skills, annual leave entitlements and user accounts, based on approved data gathering documentation.
- Develop and maintain training materials, including in-house resources and Quick Reference Guides, working with the Lead Nurse for Workforce, e-Rostering team and Learning and Development to ensure materials and controlled documents remain accurate, current and accessible and training is visible on Learning Management System (LMS) and ensure staff profiles are correctly aligned to user access requirements.

- Liaise with IT, Workforce Intelligence team, Payroll and HR to support data quality, system alignment and data cleansing, ensuring compliance with data standards, audit requirements, and efficient end-to-end operation.
- Generate, validate and disseminate workforce performance, compliance and assurance information, producing dashboards, KPI reports, and narrative summaries to support governance forums and senior leadership reviews.
- Produce analytical reports using HealthRoster and Excel, providing updates on implementation progress, forward plans, trends and exception analysis to inform assurance and improvement activity.
- Maintain a high level of specialist knowledge of HealthRoster e-Rostering system and associated workforce assurance frameworks, applying knowledge to support ongoing system optimization and compliance.
- Provide corporate oversight and assurance for the e-Rostering function, supporting continuity of governance, assurance and reporting during periods of senior leadership absence.
- Deliver and coordinate education, training and change support for new systems, processes and workforce assurance tools, including e-Rostering, establishment management, roster roll out, tailoring content for different audiences and supporting sustained adoption through effective management.
- Attend and support quarterly e-Roster deep dive reviews, working with the Lead Nurse for Workforce to track agreed improvement actions and ensure timely completion.
- Support the development and delivery of Trust-wide e-Rostering training programs, working with the e-Roster team to design, adapt and evaluate training for all levels through one-to-one sessions and group training, with clear learning outcomes and evaluation processes.

Quality Assurance

- Participate in Trust-wide quality improvement and assurance activity, working with clinical teams to support improved productivity through accurate staff rostering, effective utilisation of substantive and temporary staffing resources, and sustained reduction in temporary staffing usage. Ensuring identified risks are documented, monitored and escalated in line with Trust policy and governance arrangements.
- Maintain strict confidentiality in relation to all patients, staff and organisational information accessed in the course of duties, ensuring compliance with information governance, data protection and Trust confidentiality requirements.
- Identify, record and escalate workforce, rostering or compliance risks to the Lead Nurse for Workforce or Deputy Chief Nurse in accordance with Trust management and escalation policies.
- Attend and contribute to relevant governance and assurance forums including meetings such as monthly Workforce meetings covering recruitment and retention, e-Rostering, CNS Review meeting and Education and New Roles

Meeting. Provide concise evidence-based assurance summaries, highlighting key risks, progress and agreed actions.

- Work collaboratively with the Lead Nurse for Workforce, Divisional Senior Nursing Teams, AHP Senior Leadership, e-Rostering team to support a structure, consistent approach to the management of HealthRoster. This includes supporting the effective deployment and assurance of substantive and temporary staffing resources in line with agreed standards and workforce governance frameworks.

Service Development and Improvement

- Proactively identify opportunities for process and service improvement across non-medical workforce, rostering and temporary staffing functions, using workforce, financial and system data to develop robust data-driven cases for change. Present analysis, options and recommendations to the Deputy Chief Nurse, Lead Nurse for Workforce, the e-Rostering Team and Temporary Staffing Department to support informed decision making.
- Work in partnership with Lead Nurse for Workforce to support the delivery of workforce improvement projects, including initiatives relating to HealthRoster optimization, alignment of financial and roster templates, bank workforce development and recruitment activity. Contribute to the definition of benefits, milestones and measures, and support monitoring of progress through agreed governance arrangements.
- Actively participate in the quarterly e-Roster nursing Deep Dive reviews as part of the corporate process, providing analytical input and assurance support. Work with the Lead Nurse for Workforce to support the structured expansion of these deep dives across non-medical nursing and AHP teams, ensuring consistency of approach and follow up of agreed actions.
- Promote the effective and consistent use of e-Rostering across the nursing and AHP workforce through formal and informal communication and training and engagement sessions. Analyse and monitor system adoption and utilisation metrics, identifying areas for improvement and supporting targeted interventions to drive improved compliance, productivity and system use.

Communication

- Routinely provide and receive complex, sensitive and contentious information relating to workforce risk, staffing escalation, financial controls, compliance and assurance outcomes. Communication requires persuasive, negotiating and reassurance skills to influence senior stakeholders, secure cooperation across Divisions, and constructive challenge non-compliance within a matrix-structure. The post holder translates highly technical and analytical information into clear written and verbal briefings, dashboards and assurance summaries to enable senior decision making and support governance processes.

- Establish and maintain effective, constructive lines of communication between Clinical Teams, the Temporary Staffing Department and the e-Rostering team, ensuring that decisions, rationales and agreed time-bound actions are clearly documented, communicated and followed up through defined governance processes.
- Deliver a high standard of customer-focused support to system users, acting as a point of contact for workforce assurance and associated roster related queries. Ensure issues are accurately recorded, prioritized and escalated through agreed pathways to the Deputy Chief Nurse, Lead Nurse for Workforce, the e-Rostering team and Temporary staffing Department, supporting timely resolution and continuous service improvement.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Good education to Graduation or equivalent standard. • Knowledge of Allocate Software products and of using HealthRoster. • Significant knowledge of nurse temporary staffing systems, processes, data and reporting. • ECDL qualification with proficient use of Microsoft Office. 	
Experience	<ul style="list-style-type: none"> • Previous experience of working in senior position in temporary staffing department and/or eRostering. • Deliver training to staff members and new starters • Skilled in review of rosters, staff 	<ul style="list-style-type: none"> • Experience of working in project teams as a support team member

	<p>allocation and bank staffing and roster scrutiny</p> <ul style="list-style-type: none"> • Plan and organise meetings with a variety of stakeholders. • Significant experience of working in NHS Administrative setting • Ability to interpret staffing data and provide reports. • Ability to work on own initiative and work with minimal supervision. • Should be willing to travel to different sites to meet needs to service users when required. • Deal with confidential and sensitive information appropriately. 	
<p>Knowledge and skills</p>	<ul style="list-style-type: none"> • Excellent listening, communication and interpersonal skills. • Change management skills, negotiation skills, and ability to manage communication with senior managers. • Workforce and roster management skills. • Excellent analytical, planning 	<ul style="list-style-type: none"> • Advanced MS excel skills including knowledge of data filter, pivot table, lookup etc. • Training and presentation skills – ability to explain the complex information in simple terms

	<p>and organisational skills.</p> <ul style="list-style-type: none"> • Attention to detail with 'do it right the first time' attitude. • Self-motivated and result driven team player with skills required to get the job completed to perfection. • Excellent IT skills, with willingness to learn new systems. 	
Other	<ul style="list-style-type: none"> • Ability to undertake essential training as required by the role and by Trust. • Car driver/ability to travel across clinical sites (unless you have a disability as defined by the Equality Act 2010 which prevents you from driving). 	
Mental Effort	<ul style="list-style-type: none"> • Regular requirement to concentration, frequency, and consequences of interruptions. Include if the patient group has limited understanding or challenging behaviour. 	
Emotional Effort	<ul style="list-style-type: none"> • The postholder may on occasion be exposed to distressing situations when undertaking workplace 	

	assessments in the clinical environment.	
Values	<ul style="list-style-type: none"> • A reflection on how the Trust values (PACT) will be displayed in the workplace by the postholder(s). 	

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.

