

Quality Systems Manager

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 make sure the Audiology Service provides safe, high-quality care that meets national standards.
- The post holder leads and supports the service's UKAS accreditation programme, helping the team achieve and maintain accreditation.
- They collect, check and analyse data, audits and performance information to monitor quality and identify areas for improvement.
- The role works closely with Audiology managers and staff to update policies, improve processes and support quality improvement projects.
- They prepare reports, maintain quality management systems and provide information for inspections, assessments and national reviews.
- The post holder also helps ensure equipment, training, records and service performance meet required standards across all Audiology sites.

Job Description

Job title:	Quality Systems Manager
Grade:	Band 6 (Subject to Agenda for Change)
Site:	The Royal Shrewsbury Hospital
Accountable to:	Head of Audiology
DBS required:	Yes

Job Purpose

The key role is to lead the United Kingdom Accreditation Services (UKAS) Quality Assurance Programme - Improving Quality in Physiological Sciences (IQIPS) for the Audiology Service.

This is an NHS approved accreditation programme designed to support healthcare organisations ensure patients receive consistently high-quality care, measured and assessed against National standards. The post will provide a range of project management, improvement methodology, data processing and analysis to ensure the service attains and retains accreditation.

The post holder will keep up to date with UKAS requirements and standards, collect, collate and submit quality and audit data, support progression through the accreditation process and facilitate change within the audiology service, based on UKAS assessment findings and standards.

The post holder will lead in the Quality Assessment Inspection of the Service in the national yearly assessment. The Audiology Quality Manager will work across The

Shrewsbury and Telford NHS Trust and community outreach venues, providing a key role in supporting the Head of Audiology in maintaining a Quality Management System.

Main Duties and Responsibilities

Quality Management and IQIPS Support

- To implement and maintain tools, systems and reporting methodologies to manage the Audiology QMS (Quality management system).
- To report on and monitor compliance against UKAS and Trust standards.
- To prepare dashboard data and service summaries to meet Audiology's reporting requirements and to be part of the senior management team presenting relevant reports and outcomes of projects. To monitor compliance with Sath training requirements, appraisals, competencies, together with compliance with HR induction processes and provide regular reports to SMT.
- To collate data reporting and Performance metrics.
- To run routine activity, quality and waiting-time reports (DM01/RTT) and carry out initial validation checks prior to senior review ensuring accuracy and timely
- To liaise with colleagues locally and nationally to share and learn best practice for development of the departmental QMS & Quality standards
- To work closely with the Head of Audiology and Head of Adult Audiology and Head of Paediatric Audiology to support quality assurance developments of the Audiology service. To support the Head of Audiology with the planning and coordination of Senior Management Team (SMT) meetings, and the monitoring of SMT action logs and long-term projects.
- Provide data to aid the submission of National Physiological Sciences Service reviews.
- To oversee and monitor the Quality Management System (QMS) to ensure risk assessments meet quality and compliance standards, in collaboration with Health and Safety link workers, Heads of Adult Audiology and Paediatric Audiology Services, the Head of Audiology, and in consideration of Datix outcomes and BSA recommended standards.
- To oversee and monitor the Quality Management System (QMS) in relation to centre lead visits, support facility site visits in collaboration with the Heads of Adult Audiology and Paediatric Audiology Services and contribute to the development of compliance reports for centre lead meetings. Corrective actions and non-conformity analysis is required.
- To collate defined clinical and non-clinical audit reports in collaboration with Services leads, to update the QMS and ensure they are booked to be presented in Senior Management Team (SMT) and liaise with the audit team for regular summary updates.
- Provide administrative support to Audiology Leads for IQIPS-associated tasks, as well as administrative support related to any other improvement projects.

- Develop, propose and implement changes to procedures, policies and practices within Audiology in line with UKAS requirements.
- To take responsibility for the review and updating of the Quality Manual, Quality Policy, and Improvement Policy, with support from Senior Management Team (SMT) members. To monitor the Quality Management System (QMS) for required policy updates, liaise with relevant leads to ensure revisions are reviewed through SMT, and ensure all approved documents are updated within the Audiology QMS and all documentation complies with IQIPS standards and are saved to latest guidelines.
- Maintain and update required information as per UKAS accreditation Quality Standards.
- Collate all project documentation including audits, results of patient feedback, training records, and produce operational reports as required.
- Undertake audits to check compliance against UKAS standards as required.
- To be responsible for reporting on IQIPS updates to the Senior management team and for ensuring that invoices / bills / quotations are processed.
- Upload all required evidence to the UKAS website, prepare plans for the site visits and support the work linked to findings.
- Undertake the investigation of any breaches of standards, and work with the Audiology Leads to seek a resolution or mitigating action.
- Maintain awareness of national Quality standards and initiatives within the profession and wider NHS.

Service Improvement and Project Management Support

- To identify service improvement, development or change as evidenced by data analysis and UKAS requirements
- To support Audiology leaders in improvement team meetings, monitor and provide reports on the improvement log, and actively contribute to service improvement initiatives, including Datix collating reports and review outcomes. To work closely with the office Manager for the non clinical improvement tasks.
- Undertake thorough analysis of audiology quality systems and recommend & develop improvements accordingly. Network closely with the Sath Improvement team.
- Communicate project information to others which may involve providing complex information and persuasion skills.
- Produce detailed reports of both QMS and service activities as required to present to the SMT.

- Working with the Audiology clinical managers develop sustainable approaches to demand and capacity within the service.
- Identify potential improvements to support the performance management of the Audiology pathways across the Trust and make suggestions for improvements and implementation.

Data, Reporting and Performance Monitoring

- To be an expert user of Audiology's Patient Management Systems (PMS).
- To be an expert user of Audiology's Quality Management Systems (QMS).
- Ensure that electronic information is maintained and stored in accordance with Information Governance policy and procedure.
- To provide service performance monitoring information in response to requests from clinicians and managers to support operational and strategic planning within the Trust.
- To provide expert specialist analysis, interpretation and explanation on Audiology information and support users in the interpretation and understanding of reports provided. The information in these reports can be complex in nature and will need to be explained to the end-user in a meaningful manner.
- To produce and analyse inventory and stock management reports to inform the Senior Management Team (SMT) and actively contribute to service improvement initiatives to enhance inventory management processes.
- To run and analyse equipment fault reports, and liaise with EBME to ensure effective maintenance, follow-up to support the Equipment team with resolution of issues.
- To develop and maintain clear procedures for reports created and tasks to be carried out with supporting guidance.
- To train and support users in the running of reports created so as to enable others to support as the need arises.
- To work unsupervised and act independently to manage own workload, referring to Head of Audiology Service as necessary.
- To undertake delegated projects relevant to area of responsibility and any Trust initiated projects where deemed appropriate.
- Represent Audiology team at internal and external meetings, recording actions as require, e.g. IQIPS workshops.
- To provide first line support for reporting processes for internal and external bodies, including NHS England, and Integrated Care Boards (ICBs).

Systems and Equipment

The post holder is required to use a wide range of computerised patient management systems and highly complex audiological equipment systems.

Excellent computer keyboard skills: Knowledge and highly skilled use of a range of IT systems will be required, such Microsoft systems: excel (the ability to develop complex spreadsheets to monitor system across a range of services and quality management systems).

Power Point – to deliver complex information and presentations to a wide range of staff.

Database reporting knowledge, such as Crystal reports and or SQL database reporting systems in order to extract data from systems in order to analyse complex performance data.

To be responsible for maintenance of Audiology assets

Communication and Relationship Skills

To communicate in an effective and timely manner, using both written and spoken word in a wide range of situations where barriers to effective communication may exist. Communicate clearly with colleagues to relay audit findings, data issues and task updates. These may be complex or sensitive and where there may be barriers to understanding.

Provide first-line support for reporting processes and external data submissions.

Work autonomously, managing own workload and priorities, escalating issues where necessary.

Liaise with a large multi-disciplinary team of professionals within the department and wider service structure to ensure that each patient receives high quality and well-co-ordinated service. Participate in team meetings and contribute to discussions relating to quality and compliance.

It is essential that the post holder has an understanding of how people can react differently to health care situations and how best to handle them.

Analytical and Judgement Skills

To provide specialist expert analysis of Audiology performance information and highly specialised clinical outcome data to a wide range of colleagues, both within the NHS and to external statutory and non-statutory bodies this is often done on a daily basis. Reports are expected to contain recommended courses of action where appropriate.

To provide expert guidance on the use of non-conformity and corrective action plans methodology to analyse areas for improvement and report to SMT.

To be responsible for monitoring equipment database and calibration records of all Audiology equipment, including service audit, reporting of faults, liaising with external organisations.

Planning and Organisational Skills

The post holder is expected to plan, organise and maintain the Quality Management system for Audiology statutory requirements, these are highly specialised areas, such as patient experience, health and Safety, Clinical, Facilities and be responsible for budget for IQIPs activities. The post holder is expected to apply high levels of concentration for multiple periods, each not exceeding one hour each day.

Unpredictable work patterns can be expected within the department's

clinical framework.

Responsible for planning the Audiology equipment (circa ½ million) annual calibration of rooms and equipment across multiple sites.

Comment on service development in staff meetings and audit sessions, treatment/intervention types and equipment procurement for the department.

Facilitate and be responsible for service development and resource allocations at main base or a community setting, through effective communication and liaison with local managers to effectively manage clinical caseloads.

Use reflective practice techniques and undergo and Appraisal to develop own work performance.

Physical, Mental and Emotional demands of this post.

It is essential that the post holder has an understanding of how people can react differently to health care settings and how best to handle them.

Person Specification

	Essential	Desirable
Qualifications	Degree in Business administration / quality management/ operations management or equivalent experience Audit Qualification	Certification in lean/ six sigma CQI training – Risk management ISO standards Leadership Qualification Post graduate learning within field of project management Accredited Project Management qualification (PRINCEII or equivalent) Oracle Health and Safety Qualification e.g. IOSH
Experience	Project management experience Significant administration experience, including data entry and analysis Significant experience with Microsoft Outlook, Word, PowerPoint, Forms, Excel and PowerBI Advanced Excel skills, including database creation and management (Excel, Access). Experience handling and manipulating data. Experience in undertaking audits. Ability to develop complex reports and documents. Ability to present data.	Crystal Reports or SQL Evidence of benchmarking experience, working with National standards Experience with recruitment process and interviewing. Healthcare Management Previous experience of preparing clinical services for accreditation services such as UKAS-IQIPS or CQC

	Good understanding of the Data Protection Act 1998 and be fully conversant with patient confidentiality. Proven Risk assessment/ Health and Safety experience and aspects of clinical governance Current NHS strategy and plans Managing financial budget	
Knowledge and skills	Excellent interpersonal skills: Friendly, courteous, confident and diplomatic Excellent communicator particularly with the hard of hearing and Deaf people. Able to work on own initiative. Proven leadership ability and ability to see the bigger picture. Excellent written communication skills Must be able to clearly and accurately convey complex information to various stakeholders using a range of mediums (verbal and written). Can answer factual questions clearly and concisely Ability to meet deadlines, prioritise workload and work calmly under pressure. Ability to use judgement on a range of clinical and non-clinical information such as the accuracy of test results.	

	Excellent data analysis and statistical skills. Excellent team member and contributor. Project planning experience Audit skills A/I Strong attention to detail. Problem solving skills Positive attitude, motivated, flexible, empathetic, reliable. Must be able to provide advice to staff on the practical application of guidelines and policies. Must be able to communicate with a wide range of healthcare professionals at different levels of seniority. Identifies new approaches and ideas to problems. Demonstrates an ability to organise own work schedule Manages time effectively Ability to multi-task Excellent organisational/co-ordination/work prioritisation skills Ability to manage and implement change Ability to work calmly and methodically when under pressure from a busy caseload Good organisational and time management skills Ability to work under pressure; Ability to plan and priorities own workload to deadlines	
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	Clear knowledge of confidentiality issues and obligations. Able to use VDU for extended periods of time Ability to process complex systems strategically across a whole system Ability to travel to outreach clinic venues in a rural county Flexible approach to working hours.	
Other	Must be able to demonstrate behaviours consistent with the Trust Values and Audiology behaviour framework at SATH	

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 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.

