

# STW INVENTORY MANAGEMENT SYSTEM IMPLEMENTATION PROJECT LEAD

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.\*\**

- The role supports the rollout of a new Inventory Management System in hospital departments by helping to plan, organise and track all project tasks.
- It involves working with staff across different teams to understand how each department works and what they need for the system to run smoothly.
- The postholder will help prepare data, equipment and training so staff can use the new system safely and correctly.
- They will check progress each day, solve problems, and make sure any risks are managed.
- The role also includes keeping clear records, reporting updates, and supporting staff after the system has gone live.
- Travel to healthcare sites across Shropshire, Telford and Wrekin will be required.

## Job Description

<b>Job title:</b>	STW Inventory Management System Implementation Project Lead
<b>Grade:</b>	Band 4 (subject to A4C evaluation)
<b>Site:</b>	The Royal Shrewsbury Hospital, with cross site working at other healthcare sites in Shropshire, Telford & Wrekin as required
<b>Accountable to:</b>	SaTH System Head of Supply Chain
<b>DBS required:</b>	None

## Job Purpose

The postholder will provide comprehensive administrative and project support for the implementation of the Inventory Management System (IMS) across designated hospital and system departments. This includes responsibility for planning, coordination, stakeholder engagement, data management, training delivery, and post-implementation support. The role will ensure all activities are completed to a high standard, supporting the successful transition to the new system and contributing to continuous improvement in supply chain processes. Travel will be required to the Healthcare locations within Shropshire, Telford and Wrekin.

## Main Duties

### Project Planning & Co-ordination

- Conduct and document familiarisation visits to a planned departmental intervention to fully understand departmental processes, restrictions, operational working patterns, staffing etc to ensure that any detailed project plans consider and will accommodate the individual characteristics of each department.
- Formulate a detailed project plan for each department from the overall strategic plan presented. This detailed plan to include all the aspects of the deployment assigning responsibilities and timeframes for each specific action required.
- Specific details included on the plan should include but not limited to:
  - Standard Delivery plan and process for IMS implementation- this will cover all aspects of the activity required by all stakeholders including the IMS deployment team together with assigned time frames and responsibilities.
  - Ward/Department-specific requirements- This to include processes, limitations, staff, working patterns, patient safety demands etc to ensure that any subsequent plan is accepted and accommodated by the individual departments.
  - Handheld Scanning devices- ascertain quantity location for each device required to ensure sufficient to conduct the IMS processes effectively.
  - Clinical engagement, preparation of staff and scope training needs Identify key stakeholders and the preparation activities required from them together with training plans for all users and identify departmental leaders and dashboard training timescales
  - Ascertain users and user access rights Ascertain and make sufficient provision any system hardware e.g. handheld devices required by the department. Ensure that the handheld devices are procured and by liaising with Digital Department ensure they are activated, to the latest release. Record and keep an asset register of user devices and ensure users sign for the receipt of any device
  - Stock audit planning. Agree and plan with the departmental stakeholder's stock audit activity including stock location assessment, barcode assign and management exercise, stock upload into the IMS system and stock take activity at the beginning of the project and at regular checks and balance intervals throughout.
  - Issue resolution and deployment of solution. It is important that the plan recognises any issues and includes activity for issue resolution, again with assigned responsibilities and timescales
- Delegate activity to both Procurement and operational staff and monitor to ensure a satisfactory and timely outcome to the project goals.
- Undertake project reviews on a daily basis personally and weekly to involve members of the project team and operational/clinical staff where necessary.

Deploy corrective actions to where necessary should the program be at risk of delay.

- At the commencement of the project and at regular intervals thereafter undertake formal risk assessment of all aspects of the project.
- Plan and deploy corrective action to mitigate the risk to a successful and safe roll out of the project. Where the risk assessment delivers a score of 10 after mitigation or more then escalate to consider further intervention.
- Establish benefits expectation prior to deployment in each department and monitor benefit realisation throughout the roll out.
- Where there is a risk that the planned benefits will not be met deploy corrective actions to ensure benefits are realised.
- Be responsible extra short-term projects that may initially fall outside of the project plan but absorb them within the plan to deliver a successful outcome.
- Be the focal point of contact for all enquiries from End-Users and provide support to understand any query or issue and deliver a solution to these issues that meets the needs of the plan and the department.

## Hardware

- Ascertain and make sufficient provision any system hardware e.g. handheld devices required by the department. Ensure that the handheld devices are procured and by liaising with Digital Department ensure they are activated, to the latest release. Record and keep an asset register of user devices and ensure users sign for the receipt of any device

## Planning Meetings

- Initiate clinical engagement at the commencement of the project intervention for each department by organising and facilitating formal meetings/communications with stakeholders to Director Level of multiple functions to communicate the plan and its benefits highlighting and soliciting agreement from the department to support the detailed activities required from clinical and operational staff.
- Undertake regular (minimum monthly) and productive communications with senior staff to brief on progress, risks, delays, changes and consider and act upon any 4 requests or recommendations made by senior staff to ensure a successful project delivery.
- Undertake weekly progress reports in writing and in person to the System Supply Chain Manager (SSCM) detailing status of project plan, risks, risk mitigations and proposed activity for the next 7 days. Consider and support recommendations from the SSCM and deploy effectively into the daily plan. The SSCM may elect to update senior stakeholders if deemed necessary. Engage with Wards/departments stakeholders undergoing IMS implementation daily and provide updates of status and a review of the previous day's activity and the activity planned for that day via a "production board".

- Departmental stakeholders required to attend these meetings will be dependent upon the nature of the department and the status of the project together with the planned activities. However, attendance should be considered, and if necessary, requested from the following examples:
  - Housekeeper
  - EDC Operative
  - Stores managers
  - Ward Manager and Users
  - Improvement Hub Representative
  - Clinical and Operational leads.
- Hold regular (weekly) meetings with Genesis IMS System Provider to ensure system resolution to issues together with gaining an understanding of system updates and their effect on the project plan.
- Hold regular reviews with the Procurement and relevant departments to improve data integrity to ensure that the project is delivered to the level of accuracy required for a successful deployment

### Communication Matrix

The following documentation should be formulated, maintained and communicated where relevant a regular basis by means of written media, presentations, verbal instructions as detailed below

Document	Details	Media	Comms List	Frequency
Project Plan	Full activity plan together with assigned responsibility.	Excel electronic	System Head Of Supply Chain	Weekly
			IMS Team	Weekly
			Clinical Teams	Kick off & Monthly
KPIs	Measures required to manage project	Excel electronic Powerpoint	System Head Of Supply Chain	Weekly
			IMS Team	Weekly
			Clinical Teams	
Risk Assessment	Assessment of risks to the deployment of project.	Pro-forma DATIX	System Head Of Supply Chain	min monthly
			Risk Management Group	Monthly
Weekly Updates	Progress reports detailing KPIs, status to plan, risks , issues and issues solutions	Powerpoint & Word	System Head Of Supply Chain	Weekly
			IMS Team	Weekly
Daily Production Board	Review of previous days activity together with planned days activity.	Excel	Users/departmental stakeholders	Daily
Monthly Updates	Overall update of project in conjunction with Head of Supply Chain	Powerpoint & Word	Procurement Director for SLT	Monthly
Leaflets	Various	Comms Team	Trust	As required
Posters	Variouis	Comms Team	Trust	As required

## Training

- To facilitate training in accordance with the training matrix for each of the user access rights. This will include but not limited to:
  - Reviewing suggested purchase orders
  - Releasing valid purchase orders
  - Review item shortage report and effect solutions
  - Receiving of purchase orders and unplanned receipts
  - Reviewing anomalies and effecting solutions Data, Stock and Process Preparation

## Data, Stock and Process Preparation

- Download from existing systems and or obtain local data sets to establish items used together with their min stock levels, max stock levels and re-order point and location. Verify this data with departmental stakeholders to ensure a level of accuracy 98% minimum.
- This data should include items purchased via all legacy systems both catalogued and free format purchases. Items that are not purchases via legacy systems e.g. “free of charge” or reagent rental items should also be documented.
- For non -contract items, these should be submitted to Procurement for contracting/cataloguing.
- Create specific item master templates for each department and or stocking location and upload this data into these templates once contracted.
- With the approval of the departmental manager or a nominated deputy arrange and conduct gamba walks to confirm stock and device locations and update item master file accordingly.
- Ensure the item master file is completed in accordance with the standard delivery plan, and in any event in good time for departmental training and scenario planning.
- Assist in the development of internal stock management policies and procedures for each department which contribute to the overall implementation of the Inventory Management System, to enable users to use new systems effectively.
- Assess the need for procedure/preference cards and create within the system.
- Ensure the IMS system has the relevant data uploaded to ensure it operates effectively and accurately.

## Stock Audit & Testing

- Conduct initial stock audit to establish physical stock in place and assign a barcode to each item. If item does not exist within IMS then add or submit request to Procurement for it to be added.
- Establish initial stock count and update IMS system.

- Undertake testing in the staging (test) environment and correct any non conformances to ensure that system is 98% accurate to ensure go-live in accordance with the project plan.
- Involve end-users to ensure performance of the system is aligned with the demands of the department and in accordance with the project plan.
- Monitor outstanding responses; checking (and where necessary) follows up on progress to ensure the project plan deadlines are met.

### **Final Planning & Go Live**

- Following scenario exercises within the staging environment confirm readiness for go live
- Co-ordinate final stock take, update system with stock counts and confirm readiness for go live.
- Facilitate User acceptance Training (UAT) sessions with the relevant stakeholders to the level of detail necessary to conduct their daily roles and liaise with SaTH Education Team to upload competence to SaTH LMS System.
- Support the final “Go / No-Go” decision-making process using a readiness checklist

### **Post Implementation Support**

- Oversee the provision of Hyper Care support post-implementation until system “sign off” by the departmental manager to the agreed project plan.
- Oversee ongoing assistance to End Users if required

### **KPIs/Reporting**

- Establish a suite of KPIs that can be used to manage the progress of the project

### **Other**

- Management of IMS Implementation Support Staff.
- Preparation of Benefit Reports.
- Liaison with Improvement Hub to write up benefits into Trust case study format.
- Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Whilst meeting existing requirements, seek opportunities to exceed customer service and any other performance targets.
- Respect the confidentiality of any protected information. All staff are expected to respect the requirements of the Data Protection Act 1998.

- Any risk identified in achieving deadlines must be reported, mitigated and escalated as soon as practicable
- To undertake any other duties as reasonably required

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• GCSE's or equivalent in English and Mathematics</li> <li>• Proficiency in Microsoft Office and data reporting tools</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Proven relevant experience in project co ordination, preferably in a healthcare or clinical setting.</li> <li>• Proven relevant experience to identify and escalate project risks.</li> <li>• Proven relevant experience to manage own busy workload, ensuring that all work outputs and information requests, are undertaken in accordance with required timeframes</li> <li>• Proven relevant experience to engage with multiple stakeholders and facilitate meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Proven relevant experience with inventory or clinical systems.</li> </ul>

<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Ability to work under pressure whilst maintaining quality of role</li> <li>• Ongoing professional development and evidence of use of skills obtained.</li> <li>• Demonstrates ability to work off own initiative to meet targets and KPIs</li> <li>• Can demonstrate dedication and resilience</li> <li>• IT skills</li> <li>• Willingness to learn</li> </ul>	<ul style="list-style-type: none"> <li>• Good management skills</li> <li>• Capable of working under own initiative</li> </ul>
<b>Other</b>		<ul style="list-style-type: none"> <li>• Familiarity with Improvement methodologies (e.g., 5S, Genba walks)</li> </ul>

## 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.

