Moving to EXCELLENCE

NHS
The Shrewsbury and Telford Hospital
NHS Trust

Specialist Medical Equipment Technologist

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men’s Health forms and MOT
- Discounts with local gyms

Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level - from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction — between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework - it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

- Take a moment before entering a patient's space - centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions - consider how your approach made the patient or family feel

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- The role involves looking after and repairing a wide range of medical equipment across Shropshire NHS hospitals and other healthcare sites.
- You will carry out safety checks, maintenance, repairs, and safe disposal of equipment to make sure it works correctly and safely for patients.
- The job requires working independently, sometimes out of hours, and being part of an on-call rota.
- You will also support other technologists by covering their areas when needed.
- The role includes training staff and helping clinical teams use equipment safely.
- You will be responsible for keeping accurate records and following strict safety and quality standards.

Job Description

Job title:	Specialist Medical Equipment Technologist
Grade:	6
Site:	The Princess Royal Hospital
Accountable to:	MES Manager
DBS required:	Yes

Post purpose/summary:

This position is for a broad range skilled Technologist with Medical Equipment servicing experience who will have a significant amount of responsibility and autonomy. The position will take core responsibility for servicing and repair of equipment within specialist areas of maintenance within the department. However, the post holder would also be expected to cover the areas of the full range of devices within the Department. The Technologist commissions, safety checks, maintain and repairs and ultimately disposes of a broad range of often complex and specialised Medical Equipment.

Organisational position:

• See attached chart

Scope and range:

- A Countywide service including all Shropshire NHS Hospitals as well as the Primary Care PCT Trusts and other external contracts. More than 30,000 assets valued at ~£43M
- Owing to the service nature and access, out of hours work will be required. On call will be required by this post holder. This post is a Monday to Friday position, covering 37.5 hours a week.
- The post holder would be expected to cover the areas of the other Technologists within the Department.

Main duties and responsibilities of the postholder:

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

- Personnel are responsible for ensuring all services process requirements are complied with
- and these include the disciplines of purchasing, receiving, manufacture, verification
- maintenance and other associated process activities.
- To carry out Medical Equipment commissioning, calibration, safety checks, repair-
- maintenance, adaptation to manufacturer's specifications and ultimately safe disposal.
- To ensure that Medical Equipment is commissioned in line with Trust's Policy and MHRA
- guidelines. Subsequently that it is integrated into a Medical Device equipment management
- system. Thus, to ensure that it is functionally checked, calibrated and safety tested according
- to standards.
- To certify that all necessary calibration tasks are performed regularly on equipment so that it can be used safely, correctly and ensuring patient safety and accuracy in use.
- Requisitioning of stock and materials for stores, receipt of goods, etc, including sourcing, cost coding and pricing.
- Analyse and interpret sometimes complex faults on equipment to affect an efficient remedy so that the equipment can be returned into service as soon as possible.
- To adhere to the Department's Quality Assurance Manuals/Procedures.
- To assist in the development of routine maintenance schedules to ensure that tests are performed in a standardised manner across the two sites and in line with manufacturers recommendations
- To ensure the operational safety, functional use of equipment and compliance with the appropriate safety standards and regulations.
- To arrange the demonstration and evaluations of possible new or loan items of equipment and to advise on suitability and financial implications.
- To carry out modifications and procedures as stated by Safety Alert Bulletins (SABS). MHRA and to advise the Liaison Officer of safety or hazard issues that may arise.

- To work in an autonomous manner wherever and whenever necessary.
- To induct staff, occasionally this will include supervision of work placement students, into the department and provide in-house service training to colleagues.
- Attend such training and updating courses as appropriate and to keep abreast of new technology for continual professional development (CPD).
- To undertake administrative duties associated with the technical work, such as updating of appropriate records which are all legally binding documents.
- To review procedures and propose changes to the Quality Manager for continuous improvement.
- To liaise with manufacturers and external agencies for equipment this may not be serviced in-house.
- To support device training for all Clinical staff in the correct use of equipment and procedures for its safe operation and to identify faults. To instruct the correct use of equipment to patients when used in the home.
- To complete Service Records of all the items in use and be responsible for the data entry.
- To be accountable and personally responsible for all actions taken and carried out, along with information given out.
- Due to the nature of the work, and the purpose for which the equipment is to be used, it is essential for the post holder to follow and participate in the Trust's and Department's Health & Safety Procedures for maintaining safe, clean and methodically laid out work.
- To undertake such duties as may be assigned from time to time which are commensurate with such a position.

Systems and equipment:

Networked multi-terminal computerised equipment management system. Normal Office equipment. Departmental specialised and dedicated test equipment, including specific servicing aids and tools, i.e., basic hand tools, Callipers, Digital Multi-meters, Calibration equipment, electronic analysers, and Temperature recorders. This equipment is used to a high degree of accuracy.

Decisions, judgements, and freedom to act:

- Day-to-day prioritisation of work, including scheduled and emergency tasks particularly when away from base.
- To fill in initial invoices for labour and spares fitted for external income generating contracts.
- Responsibility to maintain Quality system and team performance.

Communication and relationships:

• All grades of Clinical Staff. Para-Medical & ODA's, Technologists to provide equipment support information.

- Equipment Suppliers, Contractors, Hospital Procurement Dept for information and prices.
- External customers & patients for equipment support.

Physical, Mental and Emotional demands of the post:

- Working in all Clinical areas are required and on occasions when visiting critical care places like Theatres, ITU then distressing circumstances may be encountered particularly with patient connected equipment and encountering relatives.
- Interruptions are expected, you must be able to prioritise workload and requirements of the Ward/Department
- Concentration is a daily requirement and occasionally periods of intense concentration are required, sometimes in stressful circumstances when working on patient connected equipment.
- There is a need to work to a high degree of precision with delicate and sensitive equipment.
- Often lifting requirement when commissioning or servicing of heavier equipment >15Kgs.

Working conditions:

- Light engineering workshop environment and Office areas, Ward areas, Clinics, Theatres.
- Frequent visiting to other contracted service Hospitals or Healthcare establishments.
- Requirement to work in area's where there is exposure to hazardous substances (body fluids, anaesthetic agents, and mercury) and may work on equipment with potentially lethal electrical hazards.
- A COSHH system operates within the department area due to service aid chemicals.
- Although equipment prior to servicing is subject to decontamination protocol this may not always be achieved, so body fluids may be encountered.

Person Specification

	Essential	Desirable
Qualifications	• B.Sc/B.Eng in appropriate Engineering Subject *Or* • HNC/Foundation Degree in appropriate Engineering Subject + CPD experience	• B.Sc./B.Eng. (Honours) in Clinical Technology • Member of a Professional Body • Registered as a Clinical Technologist
Experience	• Supervision management • Servicing – maintaining-repair of a broad range of Medical Devices • Experience in Medical Equipment service environment • Evidence of competency and a combination of short/long courses in the application of engineering and technology in clinical practice which can be verified by a quality management system. • Specialist knowledge • Specialist equipment training & experience	
Knowledge and skills	• Skills in Electronic, Electrical, Mechanical or a combination • Testing procedures • Fault finding and repair knowledge • Adaptable and Flexible • High personal standards • Cope with pressure • Tact, diplomacy, and discretion when dealing with clinical Staff, patients, and relatives	• Core skill certificated competency • Working to Quality procedures • CPD points credited

Other	• Adaptable and Flexible • High personal standards • Cope with pressure • Tact, diplomacy, and discretion when dealing with clinical Staff, patients, and relatives • Good Developed multi-skilled working • Good eye co-ordination, dexterity • Ability to prioritise • Good self-discipline & attitude to work	
Values and Behaviours	• Demonstrates a commitment to treating colleagues, patients and others with dignity and respect. • Maintains appropriate professional boundaries, including in digital communications and social media. • Supports the principles of the NHS Sexual Safety Charter and is willing to speak up about inappropriate behaviour. • Will comply with Trust policies and required training relating to sexual safety, harassment and respectful workplace conduct.	

General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.

- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
    - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
    - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

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

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

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

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

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

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you

understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won’t be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.