



ENDOSCOPY JAG AND COURSE ADMIN SUPPORT INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, 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

Option to buy and sell additional annual leave

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

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Endoscopy JAG and Course Admin Support
Band	3 subject to A4C
Directorate	Surgery, Anaesthetics & Cancer
Accountable to	Endoscopy Coordinator
DBS Required?	No

JOB PURPOSE

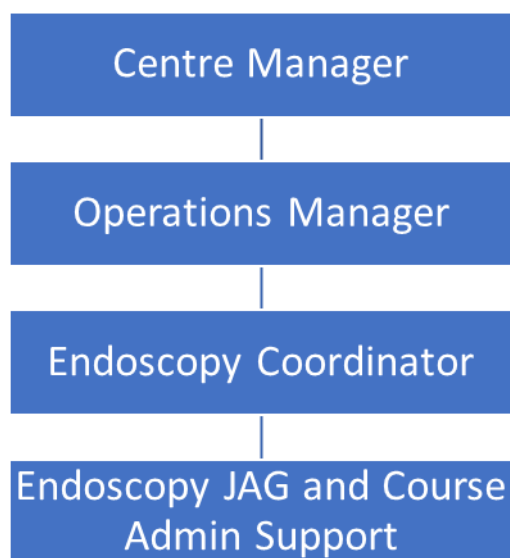
The post holder is responsible for actively supporting the Endoscopy Coordinator in maintaining governance and safety standards, including JAG (Joint Advisory Group) accreditation for Endoscopy across the Shrewsbury and Telford Hospital.

The post holder will undertake the day-to-day preparations for the JAG courses held via the Shropshire Endoscopy Training Centre and support the running of course.

The post holder will work closely with the Surgical coordinator to support the Operational Manager in ensuring efficient and effective management of all resources in order to deliver safe, high quality and effective clinical services in an environment of continuous improvement.

The post holder will provide a range of project and administrative support to ensure successful delivery of JAG accreditation, including being up to date with the latest JAG requirements, compiling audit data, supporting progression through the accreditation process and enacting instrumental change within the Endoscopy Units in response to JAG requirements.

Organisational Chart



Main Duties and Responsibilities

1. General

- Provide administrative support to the SMT and Clinical Leadership team on the implementation of JAG accreditation and JAG courses, as well as administrative support related to any other improvement projects
- Establish and maintain all administrative systems and procedures, utilising all current databases, data collection and audit results
- Maintain current systems and develop further as required to record, monitor and track project progress and the related activities and actions of the department. Communicates information about the project to others which may involve providing complex information and persuasion skills.
- To be the point of contact for delegates, faculty and others within and outside the organisation to fulfil course preparation requirements, responding to external and internal telephone enquiries, taking appropriate and timely action required.
- To arrange training courses, including arranging venues, facilitating payment, requesting relevant documentation and proactively liaising with external trainees to ensure all relevant documentation is completed prior to a JAG course, preparing and circulating relevant training resources, ensuring maintenance of course equipment, maintaining records of attendance, reviewing and sharing feedback, and supporting course days.
- To assist in developing and maintaining user guides and procedures.
- Maintain and update required information as per JAG accreditation standards.
- Support Endoscopy Coordinator to collate all project documentation including audits, results of patient feedback and training records and produce operational reports as required.

- Assists with audits to check compliance against JAG standards on a monthly basis and other audits as required.
- Ensure that electronic information is maintained and stored in accordance with Information Governance policy and procedure.
- Collate evidence for identified capital projects in preparation for JAG visits as required
- Uses judgement and initiative to prioritise the importance/urgency of tasks and ensure the Endoscopy Coordinator is aware of arising issues
- Deputise for the minute taking of meetings such as but not limited to Endoscopy User Group (EUG) and Endoscopy Safety.
- Support the Endoscopy coordinator with any administrative requirements as and when necessary.
- Accurate photocopying and scanning of relevant information and documents as required
- To request patients' medical records as required and manage systems for tracking
- Share responsibility with line manager for own personal development.
- Undertake other duties in accordance with the Trust policies and procedures to facilitate accreditation process
- To exercise sensitivity, discretion and maintain confidentiality at all times.
- To have a flexible approach to working as there will be an expectation of working at both of the Trust sites and at times to meet the needs of the role

2. Finance

- To ensure that the Centre's assets and resources are used efficiently and economically
- To contribute to efficiency improvement initiatives and plans.
- To identify and address areas of concern, ensuring with support from the Surgical Coordinator, that agreed corrective action is taken in a timely manner where it becomes apparent that progress against plan is not as expected.
- To support the Surgical Coordinator with the development of long term strategies to ensure the financial sustainability of the area of responsibility.
- To ensure that all business is carried out in accordance with the Trust's Standing Orders and Standing Financial Instructions, ensuring that all individuals within the area of responsibility with responsibility for financial resources understand their obligations.

3. Workforce

- To take part in the Divisions efforts to improve the levels of staff satisfaction following survey results and monitor key performance indicators in relation to workforce and support strategies for improvement.
- To support the line management of administrative staff in the area of responsibility – e.g. medical secretaries.

4. Quality and Service Improvement

- To analyse and interpret trends and benchmark data, to develop and implement improvement strategies.
- To support quality and service improvement within the Centre by working closely with the surgical co-ordinators and other services and Centres to ensure effective patient care and the effective use of all Trust resources

5. Governance and Risk

- To ensure that systems are in place to monitor and manage risk in relation to patient safety, compliance with health service legislation, other statutory requirements and NHS policy.

- To highlight areas of concern so that remedial action can be taken promptly where unacceptable risks are identified.
- To ensure all data collection and recording of data is completed accurately for the allocated specialties.

6. Representing the Centre and the Trust

- To develop and establish effective working relationships with GPs, commissioners of services and patient representatives – and support the senior operational team to achieve this.
- To foster good working relationships with colleagues within the Centre and other centres.
- To represent the Centre within the Trust and externally as required.
- To network with other Trusts to identify and share areas of good practice.

7. Special projects

- To undertake special projects as required within the Centre.
- To support other centres and value stream leads as required in delivering on projects

Range of Authority

The post holder will work with and support the Operational Management in contributing to all major business decisions affecting the Centre such as contracting, budgetary management, and business planning and risk management.

The post holder is guided by corporate and national policies but in most situations will need to establish the way these should be interpreted. S/he will also be required to analyse and compare a range of complex and conflicting information to support the decision-making process.

Examples of areas in which the post holder is expected to act autonomously or with only occasional reference with their line manager prior to action include:

- Support with implementing agreed strategies and plans
- Support with modifying plans within defined parameters
- Initiating action to correct performance issues
- Use of resources within agreed parameters

Examples of issues that the post holder is required to discuss with their line manager prior to action include:

- Decisions impacting on the Division's ability to deliver agreed plans

Review

This job description is an outline of the principal areas of responsibility and may be subject to periodic change. The job title is not restrictive and the job holder may at any time be required to undertake other duties within their competence beyond the confines of this job description.

The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development of the job holder. All changes will be discussed with the post holder.

Equipment and systems

- To use normal office equipment.
- To use a range of electronic information systems and tools.

Physical, Mental and Emotional Demands of the Post

- To analyse and interpret a range of complex information in order to understand the Centre's clinical and financial performance and to prepare and present options for improvement.
- To undertake presentations to large groups and to senior managers as required.
- To handle emotive and challenging situations, using influential negotiating and motivational skills to achieve desired outcomes.
- To cope with frequent interruptions whilst in periods of concentration.



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Educated to NVQ level 3 or equivalent knowledge, skills and experience. 	

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Experience in producing reports using IT software and analytical analysis. Experience of project management and coordination skills. 	

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Ability to analyse complex problems and to develop practical and workable solutions to address them. Ability to think and plan tactically and creatively. Ability to manage and deliver deadlines within existing resources. A strong sense of personal and team accountability coupled to a clear understanding of the boundaries around delegated authority. IT literate with ability to use all Microsoft Office applications. NHS experience 	<ul style="list-style-type: none"> Experience of using bespoke health or Trust IT products such as e-Rostering software or ESR

<ul style="list-style-type: none"> • Working knowledge of NHS performance standards relating to Cancer and 18 week referral to treatment times. 	
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OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Well developed influencing skills with the ability to motivate and involve individuals and teams. • A commitment to improving patient services through an ability to sustain a clear performance focus on achieving demanding goals. • Demonstrable inter-personal and communications skills. • Excellent customer service skills. • High level of work organisation/prioritisation, self-motivation, drive for performance and improvement and flexibility in approach and attitude. • Strong sense of commitment to openness, honesty and integrity in undertaking the role. • Self motivated and demonstrating an ability to act independently. 	

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; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. 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; and
- 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 colleagues; and
- 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; and
- 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.

- Confidentiality and Security - Your attention is drawn to the confidential 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 - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. 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, to protect yourself and the Trust from any possible 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 continuous personal development including, 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; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

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

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 is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is 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.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

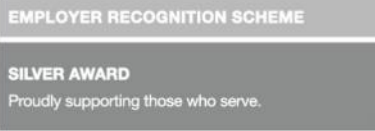
The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





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[Getting to The Royal Shrewsbury Hospital](#)

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