



## OPERATIONS OFFICER

### 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.

## A MESSAGE FROM OUR CEO

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

We are looking for an inspiring, motivated individual who demonstrates our values, and who can provide clear vision and direction as we continue to move forward.

You will know that our Trust is on an improvement journey. Our recent Care Quality Commission inspection demonstrates that we are making progress towards our aim of Getting to Good, despite the challenges of a pandemic. We also know that we have more to do and that we must sustain the changes if we are to keep on improving. We are wholeheartedly committed to this and have plans in place to support this including our exciting Hospitals Transformation Programme. This will support the reconfiguration of where and how we deliver our services and the modernisation of our facilities and infrastructure, so that we can deliver better quality care for all of our communities.

It is a really exciting time to be a part of our Trust. I hope that you will join us to help steer and support us on our journey.

*Louise Barnett*

Louise Barnett  
CHIEF EXECUTIVE OFFICER

# 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

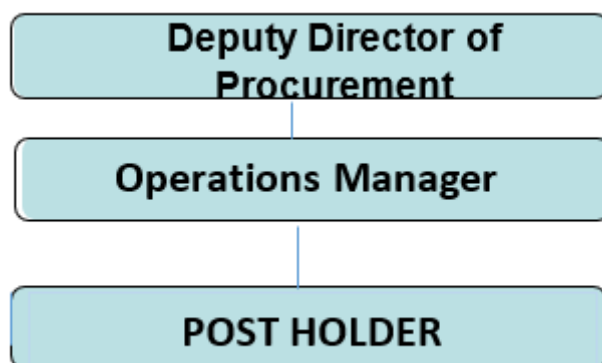
<b>Job Title</b>	<b>Operations Officer</b>
<b>Band</b>	<b>3</b>
<b>Directorate</b>	<b>Procurement</b>
<b>Accountable to</b>	<b>Operations Manager</b>
<b>DBS Required?</b>	<b>No</b>

## JOB PURPOSE

- The post holder is to provide an effective and professional service that delivers ongoing cost efficiencies/benefits to the organisations in line with departmental objectives.
- Undertake a number of tasks in line with the department standard operating procedures to facilitate the processing of non-catalogue requisitions to help provide the level of service and performance which is required by the customers of the procurement department.
- Purchasing activity associated with routine purchases i.e., purchase orders, price enquiries and competitive quotations.
- Contribute to the department KPI's for operational performance.
- To work flexibly to meet the needs of the service

**Shropshire Healthcare Procurement Service (SHPS)** is a shared service delivering professional procurement services for The Shrewsbury & Telford Hospitals NHS Trust, The Robert Jones & Agnes Hunt Orthopaedic Hospital NHS Foundation Trust, Shropshire Community Health NHS Trust and Shropshire Telford & Wrekin Integrated Care Board.

### Organisation position



### MAIN DUTIES AND RESPONSIBILITIES

- Process remote requisitions to official orders against national and local contracts, completing VAT certificates where eligible, including attachments and despatching via post/email.
- Check daily to ensure orders have been despatched electronically and take appropriate action where necessary.
- Maintain database purchasing/contracts data on PO & Contracts Management system.
- Filing and administrative routines associated with requisitions, quotations, and purchase orders.
- Respond to customer enquiries on product details and availability using specialised product knowledge.
- Seek 'best buy' opportunities by considering alternative products/ source of supply. Report savings on database.
- Establish alternative suppliers and obtain quotations as required.
- Undertake appropriate quotation procedures in line with the departments process flows.
- Source goods/services ensuring value for money for all customer organisations.
- Maintain accurate records and content of filing systems electronic or paper based.
- Respond to customer queries on product quality advising on alternative products/suppliers.
- Liaise with customer organisation and strategic purchasing staff to ensure appropriate sourcing and value for money is achieved.
- Communicate with staff / departments across all customer organisations daily both electronically and orally to ensure cost effective sourcing of goods/ services and ensuring a professional working relationship.
- Be aware of products stocked by NHS Supply Chain in order that this source of supply is used where appropriate using own initiative following consultation with department.
- Behave ethically in all business dealings and display the correct level of conduct and professional approach when in contact with customers and suppliers.
- Provide professional supplies advice and information to customers, managers, and staff, i.e., orally or via forums on correct requisitioning procedures.
- Compliance with all SHPS departmental procedures.
- Carry out other duties as may be required from time to time consistent with the scope and grade of the post.
- Progress deliveries with suppliers where appropriate.
- Ability to prioritise personal workload and take immediate action when required for urgent items.

- Vetting authorised signatures, budget codes, etc.
- Basic knowledge of Health & Safety/Fire regulations when ordering specific goods.
- Maintain catalogue library to assist in purchasing duties.
- Understand, evaluate, and process requisitions, paying close regard to the appropriate use of new supplier forms, single source waiver forms and delivery requirements

## **PROFESSIONAL**

- Act at all times in a professional manner that promotes a positive image of the Trust and upholds its core values.
- Practise in accordance with Trust policies, procedures, and guidelines.
- Raise any concerns regarding standards and quality of care, patient safety or any lapses in professional conduct to the line Manager/department Manager, in line with local guidelines

## **EDUCATION**

- Take responsibility for own continuous professional development and mandatory and statutory training, and disseminate learning and information gained to other team members in order to share good practice.
- Take ownership of own Talent Conversation, working with the appraiser to ensure one is undertaken at least annually, and take responsibility for learning and development activities identified as a result of Talent Conversation.
- Participate in formal and informal education programmes to create and maintain a positive learning environment and assist with the orientation programme for new members of the Procurement team.
- Proactively use information technology resources to keep up to date with current practice.
- Maintain up-to-date training in information technology (IT) skills and demonstrate a good working knowledge of confidentiality and data protection.

## **MANAGEMENT**

- Work as an effective and responsible team member supporting others by demonstrating good practice including utilising mechanisms to develop and implement new ways of working.
- Prioritise own workload and ensure effective time-management strategies are embedded in own practice and act in a manner that promotes quality of care.
- Participate in team activities that create opportunities to improve data accuracy working with department management to effect change.
- Promote a professional and happy working environment conducive to high staff morale.
- Promote and maintain a safe environment for staff, ensuring high standards of cleanliness and tidiness are maintained and that work practices conform to health, safety and security legislation, policies, procedures, and guidelines.

## **QUALITY**

- Provide support, guidance and advise for information and data for member organisations.
- Participate in activities to improve the quality, productivity, and effectiveness of the SHPS service, in response to local and national policies and initiatives, implementing improvements as required.
- Contribute to continuous improvement activities, making suggestions and recommendations for advancement of quality.



## **COMMUNICATION**

- Communicate accurately in a professional manner to all staff on a concise and appropriate way.
- Using a range of communication tools, interpret and present information to customers in ways that can be clearly understood, recognising individual needs, and overcoming any barriers to communication.
- Attend and actively participate in department meetings.
- Maintain confidentiality at all times, as required by legislation and Trust policy.

## **MANAGING RESOURCES**

- Ensure that all resources are used effectively, with the minimum of waste, making recommendations where it is evident that appropriate changes may improve efficiency.
- Ensure technical, clinical and non-clinical equipment is maintained, cleaned and stored correctly and that any faults and defects are reported promptly.
- Contribute to the effective and economic use of resources e.g., local recycling schemes.

## **MANAGING INFORMATION**

- Ensure accurate and timely data entry to contribute to the provision and analysis of information.
- Take personal responsibility for safeguarding and ensuring the quality of information including complying with the requirements of the Data Protection Act 2018.
- Create and use records, including electronic, in a manner that complies with legislation, professional standards and organisational policies for record keeping.
- Understand own and others responsibility to the individual organisation regarding the Freedom of Information Act.

## **RISK MANAGEMENT**

- Manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients.
- Undertake mandatory and statutory training.
- Report incidents, accidents and near misses using the Trust's incident reporting system and in accordance with Trust policy.



## 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"> <li>• Good standard of general education, including GCSE English Maths or equivalent</li> </ul>	

# EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Basic knowledge of the requisition/order process in a large organisation.</li> <li>• Knowledge/Skills in the use of Microsoft office suite of applications including daily use of Microsoft Outlook, Excel &amp; Access databases.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous procurement experience.</li> <li>• Experience using varied purchasing/Finance computer systems such as Oracle</li> <li>• NHS experience particularly in a procurement environment but not essential.</li> </ul>

# SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Proactive and self-motivated.</li> <li>• Literate with good written/ verbal communication skills.</li> <li>• High level of customer care skills.</li> <li>• Able to work flexibly to meet the needs of the service.</li> <li>• Effective and willing team worker</li> <li>• Excellent organisational and time management skills.</li> <li>• Excellent computer keyboard skills.</li> <li>• A high level of professionalism, discretion, diplomacy, and confidentiality.</li> </ul>	

<ul style="list-style-type: none"> <li>• The ability to work calmly effectively and prioritise workload.</li> <li>• Ability to use initiative as appropriate</li> <li>• Ability to train others.</li> <li>• High degree of accuracy and attention to detail</li> <li>• Pleasant telephone manner</li> <li>• Proven ability to manage workload effectively</li> </ul>	
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## 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.

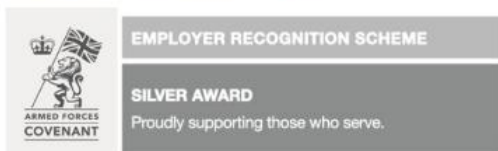
The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

## 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.





## The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

[Getting to The Royal Shrewsbury Hospital](#)

## The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

[Getting to The Princess Royal Hospital](#)