



# QUALITY GOVERNANCE ADMINISTRATOR

## 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>Quality Governance Administrator</b>
<b>Band</b>	<b>4</b>
<b>Directorate</b>	<b>Women &amp; Children's Quality Governance Team</b>
<b>Accountable to</b>	<b>Quality Governance Lead</b>
<b>DBS Required?</b>	<b>Yes – Standard</b>

## JOB PURPOSE

This is a key role working in support of the Surgical Quality Governance team. The post holder will provide a full range of personal assistant/administration support duties associated with the level of the post. The post holder is expected to work flexibly to ensure that high quality administration and support is provided at all times, enabling the Investigations Team to function effectively and to provide a positive and efficient image of the Trust.

## **KEY WORKING RELATIONSHIPS:**

### **Internal**

- Quality Governance Lead
- Quality Governance Team
- Assistant Director of Nursing
- Patient Safety Team
- Human Factors Specialist
- Patient Safety Specialist Officer
- Divisional Leadership Teams
- Corporate Nursing Team
- Lead Nurse for Education
- Safeguarding team
- Tissue Viability Team
- Falls Practitioner
- Clinical and non-clinical directors,
- Health and Safety
- Risk
- Patient Experience
- Legal Services Teams.

## **MAIN DUTIES & RESPONSIBILITIES:**

- The post holder should have an understanding and overview of the work of the Quality Governance Team. The post holder will fully support the Team to prioritise and manage their workload in an informed and effective manner.
- To gather, record and securely retain evidence relating to any incident/action in accordance with current legislation and Codes of Practice.
- To maintain robust databases to enable accurate tracking of work streams and to assist with the monitoring and production of key KPI reports in line with external contractual requirements and departmental KPI monitoring.
- To ensure that all commitments undertaken by the Team are efficiently managed.
- Use their initiative to plan time effectively and prioritise all incoming work on a daily basis, including responding quickly, appropriately and communicating clearly in relation to urgent/important and unpredictable issues ensuring a high quality administrative service.
- To ensure that all matters of importance are brought to the immediate attention of the Team, and Quality Governance Team as required.
- Maintain effective communication networks at all levels across the organisation and to facilitate the effective function of the Team.
- To support the team in obtaining relevant clinical notes and drafting timelines for investigation report, when required to do so.
- Undertake minute taking of meetings where required

- To manage the meeting process by preparing agendas, take, produce and circulate accurate minutes of meetings for all incident investigations.
- To deal with telephone enquires including redirecting callers as appropriate
- To receive and direct visitors
- To report all Serious incidents that are being investigated by the Investigation Team via STEIS in line with contract and Trust requirements ensuring information is accurate.
- To update commissioners via STEIS on relevant serious incidents as directed by the Senior Clinical Investigators.
- To draft correspondence as directed by the Team
- To attend, when required, to take formal minutes of meetings with the patients or bereaved families when feedback is given on the outcome of an incident investigation.
- To liaise with the patient or families to arrange meetings
- To arrange regular and ad hoc meetings and conferences.
- To exercise discretion and maintain confidentiality at all times.
- To act at all times to promote the professional image of the Team and the Trust.
- Provide data reports on investigations for the Team
- To contribute to the development of Teams' associated policies

**Physical Effort:**

The applicant will be based at Royal Shrewsbury Hospital but may be required to work on occasion at Princess Royal Hospital.

**Mental Effort:**

The post holder will be required to produce reports to predefined and unexpected timescales.

**Emotional Effort:**

The post holder will be required to work to timescales for the tracking of investigation activities and to supply data to predetermined timescales. They will also have unplanned requests that will be necessary to comply with, that could cause emotional stress.

The post holder will be required to manage situations where staff/patients and/or relatives/carers are distressed due to the events being investigated.





## 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
<p>NVQ 3 or equivalent qualification or experience</p> <p>Maths and English GCSE</p> <p>Proficient in Microsoft Office, Excel and PowerPoint, particularly Word.</p> <p>Knowledge of secretarial and administrative procedures and systems, the majority of which are non-routine, acquired through training and experience to Vocational Level 3 or equivalent;</p> <p>Evidence of Continuing Development</p>	<p>Knowledge of specialist functional/medical/legal terms, organisational policies and procedures and knowledge and experience to deal with non-routine issues such as problem solving</p>

# EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<p>Evidence of previous role where attention to detail was key</p> <p>Evidence of experience of producing high quality reports</p> <p>Evidence of achievement of challenging deadlines whilst maintaining quality standards.</p> <p>Experience in organising meetings</p> <p>Experience of reviewing and developing administrative processes and procedures</p>	<p>Experience working within the NHS</p>

Experience of working in a complex changing environment and the ability to prioritise.	
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## SKILLS

ESSENTIAL	DESIRABLE
<p>Excellent written skills to produce formal, informal and technical documents/material to meet delivery needs.</p> <p>Able to priorities and manage own workload, seeking guidance from manager when necessary</p> <p>Excellent general office administrative skills</p> <p>Comfortable with demanding workloads and competing priorities</p> <p>Ability to work effectively under pressure to meet deadlines</p>	

## OTHER

ESSENTIAL	DESIRABLE
<p>Excellent inter-personal and communication skills and good listening skills.</p> <p>Enthusiasm, ability to work independently and within a team</p> <p>To be an effective communicator demonstrating routinely good use of written, verbal or email communications and management of those communications.</p>	

<p>Communicate complex information that may require tact and diplomacy. Communicate complex and sensitive information</p> <p>Excellent organisational and interpersonal skills.</p> <p>Proven ability of working in a team environment and delivering team objectives</p> <p>Proactive and self-motivated.</p> <p>Strong sense of commitment to openness, honesty and integrity</p>	
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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.

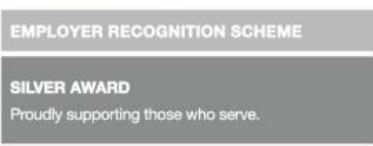
The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

## 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](#)