

DEPUTY CHIEF OPERATING OFFICER

INFORMATION FOR CANDIDATES

KEY INFORMATION

CLOSING DATE: 2nd December 2024

INTERVIEW DATE: 16th December 2024

For a confidential discussion please contact:

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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 the Wrekin Community Clinic, Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 7,000 staff, and hundreds of staff 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.



A MESSAGE FROM OUR CHIEF EXECUTIVE

Thank you for your interest in the post of Deputy Chief Operating Officer (DCOO).

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.

This is a key leadership role within the senior team at SaTH which will be at the heart of building and overseeing our long-term strategic plan to support the delivery of our vision.

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 CQC 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 Plan. 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 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.

Jo Williams

INTERIM CHIEF EXECUTIVE OFFICER



A MESSAGE FROM OUR CHIEF OPERATING OFFICER

Thank you for your interest in joining us as Deputy Chief Operating Officer; these posts are vital leadership roles within our organisation. The Shrewsbury & Telford Hospital NHS Trust has a wide-ranging improvement programme, including key operational commitments to improve access to Urgent & Emergency Care, Elective services, Cancer services and Diagnostic services. The organisation is proud of improvements made in recent years, but also humble about how much more we have to do.

You will be joining at an exciting time for the Trust and for healthcare services within the Shropshire, Telford & Wrekin Integrated Care System. The Trust has a recently appointed new Chair who is Chair in Common across both The Shrewsbury & Telford Hospital NHS Trust and Shropshire Community Health NHS Trust - creating the opportunity for greater partnership working between the two organisations, collaborating to best meet the needs of the population that we serve. The Trust also has both a Chief Executive Officer and Chief Operating Officer that have recently commenced in post, and so successful candidates will have the chance to join a newly formed senior leadership team.

Our Trust has a turnover of £0.6b and employs over 7000 staff. Our clinical services are organised into four clinical Divisions, with triumvirate leadership teams comprising Divisional Medical Directors, Directors of Operations and Divisional Directors of Nursing/Midwifery across Medicine & Emergency Care; Surgery, Anaesthetics, Critical Care & Cancer; Women & Children's Services; and Clinical Support Services.

There are two substantive Deputy Chief Operating Officer posts available. Subject to relevant experience, the intention is for one postholder to lead on Planned Care, and one postholder to lead on Urgent & Emergency Care. There will also be the opportunity to lead corporate operational functions within respective Deputy Chief Operating Officer portfolios including Capacity and Patient Flow; Emergency Preparedness, Resilience and Response; Cancer Services; the Improvement team; Programme Management Office team, and more.

These will be incredibly rewarding leadership roles within a newly formed and ambitious senior leadership team. We are committed to working together to provide excellent care for our patients and a rewarding professional experience for our colleagues.

Ned Hobbs
CHIEF OPERATING OFFICER



ABOUT THE HOSPITALS TRANSFORMATION PROGRAMME

After consulting on the future of acute hospital services across Shropshire, Telford & Wrekin and Powys, plans were confirmed to develop at Royal Shrewsbury Hospital a site specialising in emergency care and at the Princess Royal Hospital (Telford) a site specialising in planned care. In the new service model, key specialist services will be consolidated onto single sites (with the required clinical adjacencies), meaning that when patients need specialist care, they will get the best care available at the right time from the right clinicians. Both hospital sites will provide 24/7 urgent care, and routine services such as outpatients and diagnostics, so that most people will continue to receive care at their local site.

This reconfiguration of services is an essential part of ensuring that the health requirements of our communities can be met in a sustainable way over the long term. The changes will also mean that our catchment population will receive better quality healthcare and enjoy a much-improved patient experience through;

- Our Telford site specialising in planned care will mean patients wait less time for their appointments and that beds will be protected for planned operations, reducing the number of cancellations.
- Our Shrewsbury site specialising in emergency care will ensure that emergency patients have immediate access to appropriate specialist care, which will provide a better experience for service users and reduce both waiting times and the length of hospital stays.
- The improvement to the hospital environment will make sure that patients receive their care in a modern, fit for purpose environment.

In December 2023, the Department of Health and Social Care, NHS England and HM Treasury confirmed the approval of our Outline Business Case (OBC) and enabling works begun. At the end of May 2024, the Full Business Case (FBC) was approved, which is the last stage of the national approval process. The Trust has received national approval of its Full Business Case (FBC) for the Hospitals Transformation Programme (HTP), which is the final stage of approval. This releases the full £312million investment in local services and means implementation of a new model of healthcare in the county. This investment will help support the Trust's, and wider health and care systems, ambitions of delivering high quality, sustainable services for patients in modern facilities.



JOB DESCRIPTION

JOB TITLE:

Deputy Chief Operating Officer (Deputy COO)

BAND:

9

LOCATION:

THE ROYAL SHREWSBURY HOSPITAL
AND
THE PRINCESS ROYAL HOSPITAL

ACCOUNTABLE TO:

CHIEF OPERATING OFFICER

DISCLOSURE REQUIRED:

ENHANCED

ON-CALL:

PARTICIPATE IN THE TRUST'S EXECUTIVE ON CALL
ROTA



JOB PURPOSE

The Deputy Chief Operating Officer will contribute to delivery of the Trust's strategic plan, by working in partnership with the Executive team, Divisional teams and external organisations and commissioners, to achieve the Trust's corporate objectives and to make a positive contribution to the provision of health services across the local health economy.

The postholder will deputise for the Chief Operating Officer and work closely with the Divisional teams to ensure the safe and effective day to day operations of the organisation are maintained.

The postholder will be expected to act independently, taking timely and at times, significant decisions to ensure the operational delivery for the overall organisation. The postholder will be responsible for leading on performance assurance on behalf of the Chief Operating Officer. They will lead major strategic projects and Trust-wide service improvement programmes for the Chief Operating Officer across the organisation and the wider health economy.

The postholder will lead specific transformation and change programmes and policy reviews in areas impacted by key performance issues. The role will also oversee the delivery of the resilience and emergency planning and day to day performance management. As a Senior Manager the postholder will also participate in the Executive on call rota.



MAIN DUTIES AND RESPONSIBILITIES

The duties and responsibilities listed on the following pages are representative of the Deputy Chief Operating Officer role, and its purpose within the Trust; they are not exhaustive and the post holder may be required to undertake additional or alternative duties and responsibilities commensurate with the level of the post, to support the smooth running of the service and provide clear expert advice and guidance to leaders across the Trust.



MAIN DUTIES AND RESPONSIBILITIES

Leadership

- Ensure that the corporate aims, vision and values of the Trust are achieved.
- Support delivery of the vision and objectives of the Trust to achieve continuous improvement of service delivery, monitor performance against these and take corrective action on poor performance.
- Help to develop a culture and environment where safe and high-quality patient care is consistently delivered across the organisation.
- Develop and implement long term service strategies and policies for the organisation that fully reflect the direction and service needs of the Trust. Undertake this in collaboration with other NHS organisations, working across organisational boundaries and within complex and changing strategic environment.
- Represent the Trust in discussions with partner agencies.
- Translate corporate, local and national strategies into clear objectives and action plans and lead the implementation of these plans which will impact across and beyond the organisation.
- Ensure the Trust is able to meet all national and local performance targets and work closely with Divisional teams to ensure standards are met and support the Divisions in taking corrective action where necessary.
- Analysis of highly complex facts and situations which have unique characteristics that do not have obvious solutions.
- Lead for performance assurance on behalf of the Chief Operating Officer ensuring that robust frameworks are in place and a culture of continuous improvement is encouraged.
- Able to communicate highly complex, highly sensitive or highly contentious information where there may be significant opposition or opposing views and there is a need for understanding and acceptance.
- Lead operational management from a corporate perspective, acting as a mediator and where necessary, decision-maker between Divisions on Trust-wide issues with cross-Division implications, and ensuring timely and effective resolution of such cross-Division issues.
- Daily management and leadership of patient flow across all service areas across both sites.
- With the Chief Operating Officer and other Executive Directors, support the development of robust Divisional annual plans and business plans.
- Help to oversee delivery of Divisional business plans, by designing and operating robust performance management and reporting processes and intervening personally where necessary to ensure operational performance risks are anticipated and addressed.
- Interpret and implement broad national policies and NHS guidance across the organisation, providing advice to the Chief Operating Officer and other Executives / Divisional teams as necessary.
- Support service and capacity planning for the organisation, develop and implement long-term strategic plans for continued development of sustainable and financially viable services. Provide expertise and support to Divisional teams in the development of business cases in support of strategic plans, within the framework of Trust annual business planning.
- Regularly monitor and review plans and identify areas that require adjustment for changes in local need and in response to changes in national policy guidance.
- Lead on the implementation of the Trust's transformation programme in relation to patient flow.
- Take the lead for high profile trust wide projects on behalf of the Chief Operating Officer.
- Responsible for the achievement of national and local performance targets across the Trust.
- Advise the Chief Operating Officer on new practice/developments required to achieve corporate and Divisional objectives, implementing these as appropriate.
- Responsible for delivery of corporate projects with implications for the wider health/social care community, as required by the Chief Operating Officer.
- Directly manage the Site Capacity team.

Emergency Planning and On-Call Arrangements

- Lead the delivery of the Trust's Emergency Planning and Resilience Response, ensuring that all the necessary steps are undertaken to maintain operational delivery across the Trust in all areas.
- Develop a programme of support and development for the on-call managers and on-call directors to ensure they are fully equipped to manage operational risks and contingency plans.
- Manage the Emergency Resilience Manager.
- Work with the Chief Operating Officer's Executive Assistant to ensure a robust on-call plan for the Trust is maintained.
- Work with external agencies, such as the Ambulance Trust, CCGs, other Acute Trusts and Community providers to ensure the Trust response to emergency planning is robust and where possible, consensus across organisations is reached on how to respond to incidents.
- Ensure business continuity plans for the organisation are robust, monitored and escalated as appropriate and take account of the specific needs of high-risk clinical environments and equipment in the Trust.

Corporate Governance and Risk

- Regularly review all corporate risks identified via the Trust's Risk Management Framework that are the responsibility of the Chief Operating Officer and ensure the required reporting and mitigating actions are adhered to.
- Support the Chief Operating Officer in reviewing areas of delivery concerning CQUINS, contract limiters and issues arising from external regulators such as Monitor and CQC, commissioners or auditors.

Transforming Care and Service Change

- Work with the Transformation team to ensure the Trust takes all opportunities available to it to improve both the quality and experience of the care it gives to patients, to improve the timeliness of services and to deliver better value care.
- Lead transforming care workstreams as agreed with the Chief Operating Officer.
- Support the Chief Operating Officer and Finance Director in the delivery of the savings programme.
- Support the Chief Operating Officer and the Divisional Directors/Medical Directors in the changes required in service moves both internally and between Trusts.

Budgetary, Performance & Resource Management

- Lead the preparation of annual cost improvement programmes across the Directorate, on behalf of the Chief Operating Officer.
- Responsible and accountable for the delivery of savings for the Directorate and for supporting processes which improve financial information and budgetary control.
- Responsible for allocation of Chief Operating Officer's resources to ensure service delivery and support developments.
- Operate within the Trust's standing orders, standing financial instructions and schemes of delegation.
- Monitor the performance of the Directorate against agreed objectives taking corrective action when performance is not in accordance with performance plan.
- Accountable for the delivery of a balanced budget for all areas of responsibility.

Communications and Relationships

- Act on behalf of the Chief Operating Officer at external meetings with responsibility for briefing on the Trust's performance as well as contributing to strategic level developments across the wider health community.
- Develop and maintain productive relationships using effective proactive communication mechanisms with staff maximising the opportunity for staff engagement and opportunities to appropriately influence the planning, management and development of services within the Divisions.
- Provide responses to media enquiries where appropriate.

GENERAL CONDITIONS

As they undertake their duties, all staff 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.

PROFESSIONAL STANDARDS

All Trust staff employed in recognised professions are required to ensure they work to the appropriate professional standards and/or Codes of Practice and all managers are expected to follow the Code of Conduct for NHS Managers.

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.

RISK MANAGEMENT

All Trust staff have a responsibility to themselves and others in relation to managing risk and will be provided with the necessary training and support to enable them to meet this responsibility. Staff should be familiar with and understand their role within relevant Trust policies and procedures including the Major Incident, Fire and Information Governance Policies as well as any local response plans. Managers are responsible for implementing and monitoring identified risk management control measures within their designated scope of responsibility and escalating these as appropriate in line with Trust procedures.

INFECTION PREVENTION AND CONTROL (IPC)

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 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 staff; 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. 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 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; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
- 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.

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

Continuous improvement is a key aspect of daily work to be evidenced by personal commitment to contributing to the implementation of the Transforming Care Production System (TPCS) including the development and use of standard work.

The Trust commitment to one continuous improvement method TPCS should be reflected in individual's continuing professional development plans (CPD) and all SaTH leaders are required to complete the lean for leaders training.

As an employee you should be able to demonstrate how you continuously use the TCPS to improve patient care and staff experience supporting the Trust to deliver its organisation strategy.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or member of staff 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 or 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.

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.

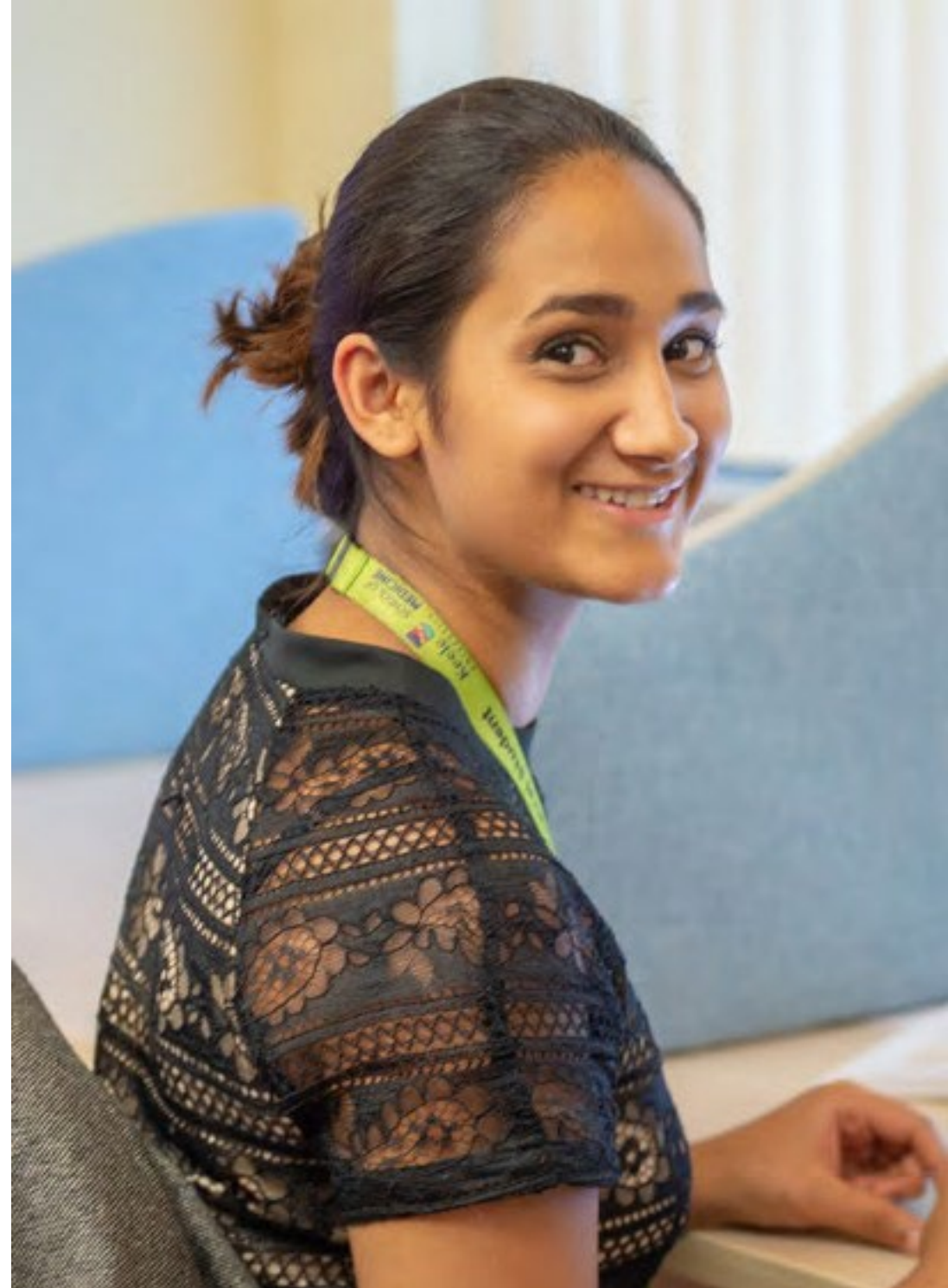
ON CALL

Where appropriate, a requirement to take part in the Trust's on-call rota and provide practical leadership, advice and guidance during specific periods. Staff who are not currently required to participate in the Trust's on-call system may be required to do so following appropriate consultation.

This post participates in the Trust's On Call Management rota.

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 needs of the post-holder.





PERSON SPECIFICATION

DEPUTY CHIEF OPERATING OFFICER

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.

KNOWLEDGE & EXPERIENCE

- Graduate level education and/or professional/clinical professional qualification
- Evidence of extensive and recent commitment to continuing managerial development
- Post-graduate qualification to Masters Degree/MBA or equivalent experience

DESIRABLE

- Prince 2 qualification

EDUCATION & QUALIFICATIONS

ESSENTIAL

- Extensive leadership and operational management experience in a medium/large acute healthcare provider setting.
- Significant senior management experience within a complex service provider organisation.
- Advanced theoretical and practical knowledge and experience of managing relationships between both diverse and interrelating clinical functions within the Trust and the wider health economy. Extensive experience of decision-making where the impact across clinical, quality, safety, workforce and finance on all services must be understood.
- Experience of and ability to manage complex operational situations that involve staff from all levels within the organisation and across a range of professional and organisational boundaries.
- Experience of leading and managing substantial service change and redesign in a complex environment.
- Detailed knowledge of current acute Trust issues and the regulatory Framework for a Foundation Trust.
- Understanding of current NHS National Policies and their impact on provision of health care.
- Experience of working with multi-agency committees and establishing relationships with external organisations.
- Demonstrably track record of achievement of performance management improvement and delivery at a senior management level.
- Significant experience of budget and staff management.
- Demonstrable understanding of quality and risk management issues and standards.
- Experience of managing major change projects and of delivering clinical and clinical support services during periods of change.
- Have substantial experience of preparing and presenting written briefings at a senior management level.
- Extensive knowledge of risk management systems and processes to address and mitigate clinical and operational risks.

DESIRABLE

- Experience of developing and building research capacity and capability
- Experience of working at National / Regional system level

SKILLS/PERSONAL QUALITIES

ESSENTIAL

- Ability to develop and deliver effective business and operational plans which are financially sound.
- Demonstrable experience of establishing productive relationships, communicating with and effectively engaging clinical and non-clinical staff.
- Skills in, and experience of, influencing and enabling others to perform, and of effective performance management.
- Ability to operate effectively within difficult financial and performance challenges.
- Proven ability to plan/implement effective projects and work-streams.
- Professional, inclusive and credible leadership style.
- Demonstrable ability to use resources effectively and efficiently, and to maximise the skill set and experience of others.
- Skills in deploying a creative, evidence-based approach to provide and set direction.
- Demonstrable ability to communicate effectively with individuals and groups at a senior level across organisational boundaries and to act as a positive role model.
- Ability to drive for and achieve results across a broad range of key outcomes, maintaining patient focus and a high level of personal integrity at all times.
- Ability to resolve conflict with teams and with users/stakeholders, both internally and externally.
- Demonstrable evidence of problem solving, strategic leadership and decision making skills.
- Demonstrable ability to achieve demanding objectives against deadlines.
- Ability to write and present Board papers which are meaningful and concise.
- Evidence of highly developed influencing, communication and negotiating skills.
- Ability to plan ahead and manage the translation of strategic intent into operation reality.
- Demonstrable understanding of, and commitment to, equality and diversity principles.
- Excellent interpersonal and communication skills at all levels including clinical staff.
- IT skills to include Microsoft Word, Excel, PowerPoint and Outlook.
- Ability to prioritise work and manage deadlines.
- Ability to work independently and demonstrate initiative.
- Team worker with ability to relate to all grades of staff.
- Ability to work and remain calm in a busy environment.
- Methodical with good attention to detail.



LEADERSHIP, MANAGEMENT STYLE AND APTITUDE

ESSENTIAL

- Desire to succeed and make a real impact on the quality of care and efficiency of services provided
- Committed to achievement of overall Trust performance and willing to challenge practice/behaviours that undermine the need to work as one team within the Trust
- Sets high standards and motivated to achieve these
- Works at optimum level in a complex, pressurized environment and is motivated by stretching targets and achieving continuous improvement
- Motivated by effective teamwork, with a desire to ensure that local and corporate priorities are not in conflict and that different professional groups work together effectively to achieve a common purpose
- Committed to living the Trust's values, willing to inspire others to act in accordance with those values and motivated to use those values to drive business performance and service development
- Comfortable in challenging traditional approaches and enjoys winning support for new ideas.

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:



Partnering
Ambitious
Caring
Trusted

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.



The Royal Shrewsbury Hospital

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Minicom: 01743 261213

Address:
Royal Shrewsbury Hospital
Mytton Oak Road
Shrewsbury
SY3 8XQ

Getting to The Royal Shrewsbury Hospital

<https://www.sath.nhs.uk>

The Princess Royal Hospital

Telephone: 01952 641222
Minicom: 01952 641222 Ext: 4955

Address:
Princess Royal Hospital
Apley Castle
Telford
TF1 6TF

Getting to The Princess Royal Hospital