



LEARNING FROM DEATHS 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

Job Title	Learning from Deaths Administrator
Band	4
Directorate	Medical Directorate
Accountable to	Head of Learning from Deaths & Clinical Standards
DBS Required?	No

JOB PURPOSE

The post holder provides a professional and confidential administrative and secretarial service to the Head of Learning from Deaths, the Trust Medical Learning from Deaths Lead as well as the wider Corporate Learning from Deaths workforce, whilst maintaining a high professional standard at all times and ensuring efficient and effective support is provided.

The post holder will support other administrative colleagues within the Corporate Learning from Deaths Team, as well as corporately with all Trust employees, to assist the Learning from Deaths Team in delivering the Trust's overall strategic objectives.

The post holder will manage and prioritise a busy workload for the Head of Learning from Deaths and the Trust Medical Learning from Deaths Lead, working autonomously within defined policies and procedures. High level communication and interpersonal skills are required to deal with a range of NHS staff and external agencies/organisations. The post holder will also be a key part of the whole Learning from Deaths Team and wider Medical Directorate.

The post holder will produce agenda's, take accurate formal minutes, track actions within action plans and ensure documentation is updated for higher level and Trust level meetings on behalf of Learning from Deaths.

MAIN DUTIES AND RESPONSIBILITIES

1. Secretarial and Administrative

- Acts as a first point of contact for the Head of Learning from Deaths and Trust Learning from Deaths Clinical Lead dealing with staff of all levels inside and outside the Trust.
- Responding to daily queries on an ad hoc and sometimes disruptive basis to support the effective running of the service.
- To take messages for the team as necessary and be proactive using own initiative to deal with urgent, important, and confidential matters – ensuring clear communication and consultation with appropriate managers takes place in order for decisions and actions to be made.
- Respond and support staff and patient queries.
- Diary management on behalf of the Head of Learning from Deaths and the Trust Learning from Deaths Clinical Lead, including resolution of conflicting diary appointments.
- Prioritisation and delegation of incoming mail and telephone calls. Organisation of meetings, conferences, presentations, workshops and training events, including arranging external speakers, booking venues and all associated administration.
- Drafting meeting agendas, coordinating completion and distribution of papers to appropriate participants within the timeframe set out within terms of reference.
- Organisation of meetings with relevant stakeholders on behalf of the Learning from Deaths team.
- Minute taking and transcription of formal meetings on behalf of the Learning from Deaths team (digital recording of transcription).
- Escalation of issues from higher level meetings / Trust committee meetings to appropriate channels within deadlines.
- Creation of databases and/or spreadsheets and maintaining accurate information is recorded.
- Preparation, typing and distribution of correspondence, reports and ad hoc papers to support the work of Learning from Deaths.
- Reporting out of relevant documentation / reports through the Trust and to appropriate external organisations.
- Co-ordinate correspondence between members of the team and individuals including letters, reports and meetings of a confidential, sensitive nature, maintaining a high degree of confidentiality and personal integrity.
- Implementation of relevant office policies and procedures, suggesting changes as appropriate.
- Management of office systems for the team.

- Demonstration of own responsibilities to new or less experienced members of staff

2. Learning from Deaths Team Workforce Administration

- Responsibility for the preparation and maintenance of all workforce documentation on behalf of Learning from Deaths including:
 - Preparation of ESR forms in readiness for signature.
 - Management and maintenance of personnel files (paper and electronic);
 - Maintenance of annual leave booking processes, including calculations for existing, new staff members and those leaving the department
 - Maintenance of study leave processes.
 - Maintenance of sickness monitoring, including maintaining accurate sickness records, preparation of Well Back to Work paperwork, advising on staging trigger points and arranging review meetings according to Trust policy
 - Maintenance of appraisal records.
 - Booking and maintaining records of statutory training records for relevant staff.
- Appraisal planning and coordination (over a 12-month timescale) for all relevant staff on behalf of the Learning from Deaths team.
- Co-ordination of recruitment processes on behalf of the Learning from Deaths Team including:
 - Ensuring recruitment documentation is up to date and completed.
 - Ensuring the correct approval process is followed and all relevant approvals are confirmed.
 - Liaison with Human Resources where applicable.
 - Uploading accurate information on the TRAC system to advertise positions.
 - Acting as Recruiting manager for vacancies as it moves through the TRAC system.
 - Providing all administrative support and arrangements for interviews.

3. Project Work

- Planning and organisation of own portfolio of projects on behalf of Learning from Deaths.
- Create documents, databases, and presentations where necessary.
- Successful delivery of own projects on time and within budget.
- Follow-up of specific issues on behalf of the Head of Learning from Deaths and Clinical Standards and the Trust Senior Learning from Deaths Clinical Lead, investigating and proposing solutions where possible.
- Gathering and analysis of information in respect of projects.
- Provision of support to other Trust staff as required in delivering projects.

4. Quality and Service Improvement

- To support quality and service improvement within the Department and work with other services and Divisions to ensure effective patient care and the effective use of all Trust resources.

5. Representing the Department and the Trust

- To support the Head of Learning from Deaths & Clinical Standards and the Trust Senior Learning from Deaths Clinical Lead in establishing effective working relationships at all levels inside and outside the Trust.
- To foster good working relationships with and colleagues within the Department and the Trust.
- To act as an ambassador for Learning from Deaths within the Trust.

6. Finance and Resources

- Management of relevant stock levels with responsibility for ordering stock on behalf of the Department.
- Responsibility to ensure that the Department's assets and resources are used efficiently and economically.
- Responsibility to ensure that all business is carried out in accordance with the Trust's Standing Orders and Standing Financial Instructions.

Physical, Mental and Emotional Demands of the Post

- Analysis of information to identify trends or highlight potential issues.
- Coping with frequent interruptions during periods of concentration.
- Occasional telephone exposure to patients / families / carers.
- Dealing with issues of confidential and sensitive nature.
- Exposure to patient information that can be of an upsetting nature.

Working Conditions

- To work in normal office conditions, including regular VDU work.
- Occasional travel between all Trust sites.
- Occasional requirement to work from home.

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.



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"> NVQ 3 or equivalent qualification or experience Evidence of Continuing Development 	<ul style="list-style-type: none"> Maths and English GCSE

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> 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 Evidence of previous role where attention to detail was key Evidence of experience of producing high quality reports Evidence of achievement of challenging deadlines whilst maintaining quality standards. Experience in organising meetings Experience of reviewing and developing administrative processes and procedures Experience of working in a complex changing environment and the ability to prioritise. 	<ul style="list-style-type: none"> 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 Experience working within the NHS

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Proficient in Microsoft Office, Excel and PowerPoint, particularly Word and Excel. • Excellent written skills to produce formal, informal, and technical documents/material to meet delivery needs. • Able to prioritise and manage own workload, seeking guidance from manager when necessary. • Excellent general office administrative skills • Comfortable with demanding workloads and competing priorities • Ability to work effectively under pressure to meet deadlines • Excellent inter-personal and communication skills and good listening skills. • Enthusiasm, ability to work independently and within a team • Ability to be an effective communicator demonstrating routinely good use of written, verbal or email communications and management of those communications. • Able to communicate complex information that may require tact and diplomacy. • Able to communicate complex and sensitive information • Excellent organisational and interpersonal skills. • Proven ability of working in a team environment and delivering team objectives • Proactive and self-motivated. • Strong sense of commitment to openness, honesty, and integrity 	

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

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Minicom: 01743 261213

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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