



Senior Fertility Admin Assistant

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	Senior Fertility Admin Assistant
Band	3
Directorate	Women's and Children's
Accountable to	Fertility Quality Manager
DBS Required?	No

JOB PURPOSE

1. To provide administrative support to the Fertility Department. Working under the guidance of the Fertility Quality Manager and Fertility Services Manager/HFEA Person Responsible.
2. Provide administrative support to the scientific team and across the wider multidisciplinary team as required.
3. To assist in the smooth running of the Fertility Department by working with other departmental staff whilst maintaining a high level of confidentiality and diplomacy.
4. To work flexibly within a busy department without supervision, and the receipt and provision of complex

and sensitive information to patients and clinic staff.

5. The post holder is expected to work accurately under pressure with the ability to manage and prioritise their own workload; providing and receiving information which may require tact and diplomacy.

6. To carry out reception and call handling duties for the Fertility Department when required.

7. Participate in bank holiday working on a rota basis to cover reception and call handling duties.

Main Duties and Responsibilities

The post holder will be expected:

- To act at all times within the guidelines of professional bodies and the Human Fertilisation and Embryology Authority.
- Use their skills and training to provide a full administration service to the scientific team including, but not limited to, scheduled reviews, filing, billing and typing of template and ad-hoc letters.
- Use their skills and training to provide administration assistance across the wider multidisciplinary team as and when required.
- To produce accurate, high quality, type written material from template letters, audio downloads, written notes, self-generated correspondence or from a general outline of what is required. This requires the appropriate selection and use of computer applications.
- To work at a pace necessary to meet the needs of the job, with a requirement to type reports of which an understanding of medical terminology is essential.
- Ensure patient confidentiality. This is a particular sensitive area with regards to fertility treatments and particular care needs to be taken.
- Produce written and verbal communication with patients who are often emotional.
- Produce written and verbal communication to other professional persons/bodies.
- Answer the telephone, recording and reporting messages accurately for staff in the department.
- Provide cover for fertility reception and call handling during holidays or absences. This will include some bank holidays on a rota basis.
- Take meeting minutes on an occasional basis.
- Ensure all clinical filing systems are maintained and updated according to Trust and HFEA requirements.
- Receive appropriate training to develop and update skills in relation to work tasks.
- Abide by the Trusts policies and Departmental protocols on confidentiality in all dealings with patients, staff and the public.
- To abide by the Trusts and Departments policies to undertake Trust Statutory and Mandatory training to ensure own and others Health and Safety at all times.
- To participate in Annual Appraisal and Personal Development Opportunities.
- Arrange/re-arrange patients' appointments as required by the team.
- Recording details of medical records using the relevant Trust systems.
- Ensure that requests for investigations are passed to the appropriate discipline within the department, and the appropriate service within the Trust.
- Use a range of office equipment and report any problems to the IT department as required.
- Use MS Office applications and Trust software e.g. SEMA and secretaries workstation to fulfil tasks required. Use of software applications specific to the field of fertility.
- Maintain confidential patient information database systems and spreadsheets for the service.
- Occasional travel between Trust sites may be required e.g. for training.

Responsibility for patients/clients

Fertility treatment is known to be stressful and emotional. The post holder will have frequent telephone contact with patients who are often anxious and occasionally upset.

The post holder is expected to treat our patients with empathy and understanding and remain calm under pressure.

Patient confidentiality must be maintained at all times.

Responsibility for resources

The post holder will need to be mindful of the resources they use, reporting any issues to their manager and arranging to restock consumables in good time.

Responsibility for Administration

As per main duties and responsibilities.

Organisation Skills

- The post holder is expected to manage their own daily workload and must be able to prioritise accordingly when experiencing conflicting demands.
- The post holder will work as part of a team and may be called upon to help others cope with their workload. Equally the post holder is expected to ask for help when required.

Communication and Working Relationships

- The post holder will communicate frequently with patients and other staff within the fertility department.
- Deal with enquiries both written and on the telephone from GPs, patients, hospital departments, other hospitals, other organisations (such as HFEA, local authorities etc). These arise on a regular basis and involve independent action/decisions.
- Liaise with other wards/hospitals departments/outside hospitals with regard to patient treatments/investigations/payment of invoices.
- This role is in a modern, busy shared office. Frequent interruptions and conflicting priorities should be expected.



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"> 4 GCSE's grade C or equivalent or higher education 	<ul style="list-style-type: none"> Qualification in type writing word processing or ECDL NVQ level 3 or equivalent qualification/experience Evidence of commitment to continuous professional development

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Proven ability to provide administrative services Evidence of the ability to achieve targets Customer care Knowledge of software programs and Microsoft Office including excel Relevant experience in administrative/secretarial roles Medical terminology 	<ul style="list-style-type: none"> Ability to use relevant IT systems and specifically Semahelix Experience of working in fertility/gynaecology an advantage Experience handling a high volume of telephone calls/messages Experience in billing/invoicing

SKILLS

ESSENTIAL	DESIRABLE
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<ul style="list-style-type: none"> • Good command of English • High standard of grammar • Excellent typewriting • Able to concentrate amidst distractions • Able to prioritise • Well organised • Reliable • Good time management • Team worker • Patient focused • Shows initiative • Calm and confident • Able to use own judgement • Able to communicate sensitively and tactfully with patients and carers • Knowledge of Health and Safety in the workplace • Understanding of Confidentiality and data protection 	
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OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• Ability to meet the travel requirements of the post• Ability to work at all Trust sites	<ul style="list-style-type: none">• Evidence of experience within the NHS at undergraduate or graduate level

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.



EMPLOYER RECOGNITION SCHEME

SILVER AWARD

Proudly supporting those who serve.





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