

Recruitment pack



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Welcome

Thank you for your interest in joining us.

Our 5,500 staff come from all walks of life and between them have experience in all aspects of healthcare, so working together they deliver the very best patient care possible.

Whatever role you are interested in, working at our Trust provides real opportunities to make an impact; shaping and changing people's lives.

Everyone who works here, whether they're clinical or non-clinical, has a role to play in the journey that our patients take and in supporting our local community – and you can also help make a difference.

Whilst you look after our patients, we do our best to look after you, and we're working hard to create a place where everyone can bring the best of themselves to work, be proud of what they achieve, feel supported, feel able to speak up when things go wrong, and be given the freedom and support to come up with their own ideas to help us improve.

If you want to make a genuine difference, please get in touch. If you decide to join us you'll be making a great choice. I look forward to meeting you.




**Jon Westbrook,
Acting Chief Executive**

About us

Great Western Hospitals NHS Foundation Trust is a unique organisation, serving as the sole integrated provider in the Bath and North East Somerset, Swindon, and Wiltshire system. Our scope extends beyond boundaries as we oversee adult community services in Swindon and provide acute care from the Great Western Hospital.

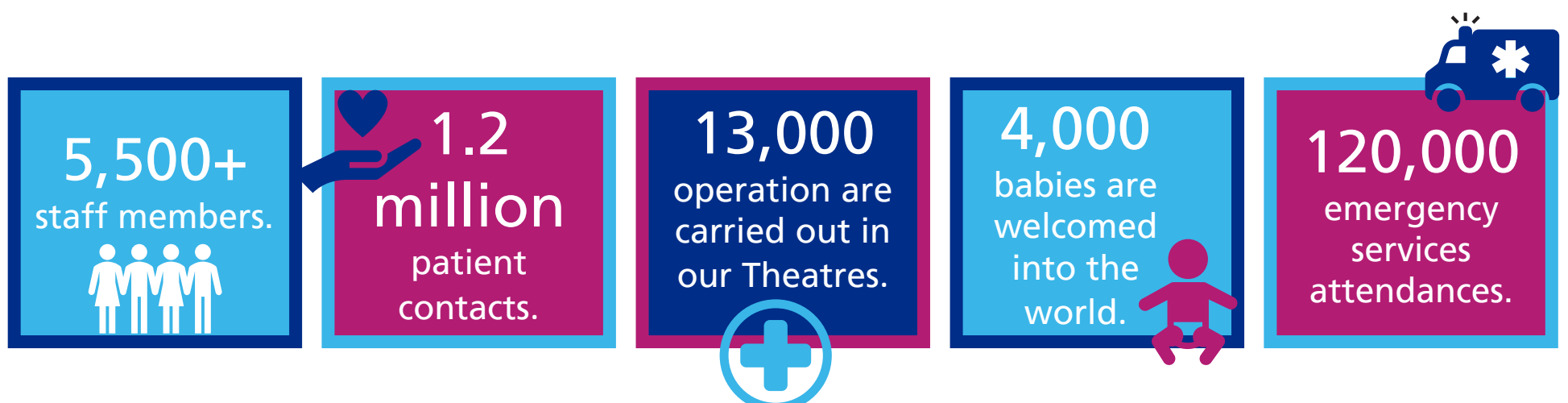
We are currently embedding a continuous improvement methodology we call Improving Together into our organisation. This approach empowers our staff by equipping them with the necessary training and support to transform their ideas into reality.

To guide our endeavours, we have devised a Trust Strategy founded on four pivotal pillars — outstanding patient care, people feeling valued, integrated care and getting value for money. This framework demonstrates our commitment to enhancing patient care and ensuring the sustainability of our services.

Our STAR values – Service, Teamwork, Ambition and Respect – are a golden thread running through everything we do. These values serve as a guiding principle, driving us toward our vision of delivering great joined-up services to our local community. Whether at home, in the community, or within the hospital, our goal is to empower individuals to lead independent and healthier lives.

We are cultivating a culture that fosters our ambitions, prioritising inclusion, wellbeing, and leadership. We aim to create an environment where every member of our team can truly thrive.

Our devoted staff works tirelessly to provide exceptional patient care. Here are a few of the impressive statistics and achievements we accomplish annually:



Our location

Swindon is a growing, modern town set in the heart of the Wiltshire countryside, just 35 miles from Bristol and Reading and with direct transport links to London.

On Swindon's doorstep and easily commutable to the Trust are the idyllic Cotswolds and award-winning towns and villages.

The town itself offers a variety of attractions, from Victorian gardens and parks, to shops and history, including the award-winning Steam Museum - the museum of the Great Western Railway.

Old Town is in the heart of Swindon, and it's bustling with life. From restaurants and bars, to live music, shops and activities - there's plenty to see.

Swindon also hosts the McArthur Glen Designer Outlet Centre, a luxury shopping experience offering a variety of high-end shops.

No matter what your preference, Swindon and Wiltshire has something for everyone.



Highlights

McArthur Glen Designer Outlet Centre for a luxury shopping experience.

Swindon boasts a variety of theatres, comedy clubs, nightclubs, and bars.

Within one hour's train to London, Bristol, Bath and Oxford.

For avid sports fans, Swindon is home to Swindon Town Football Club.

Our application process

Steps to follow

Our application process is designed to delve deeper into your unique qualities, strengths, experiences, and attitude, allowing us to make well-informed decisions that align with both your aspirations and our Trust goals.

The application process typically comprises four main stages:

Stage 1: Initial application

- The vacancy will be advertised on NHS Jobs and Healthjobsuk.
- If you have any questions about the role, now is the time to ask. Please contact our recruitment team or the hiring manager whose details will be included on the advert.

To avoid disappointment, we recommend applying early. Late applications will not be considered under the student recruitment scheme.

Stage 2: Application

- Submit your application to your chosen vacancy.

Stage 3: Interview and selection

- Following your success at shortlisting, you will be invited to attend an interview, held in-person or via Microsoft Teams.
- We have shared our top interview tips which can be found on page 10.
- If you are not successful on this occasion, please do ask for feedback. The recruitment team will be happy to contact the appointing manager on your behalf.
- Please see page 8 and 9 for interview tips and advice.

If your application is not successful, feel free to request feedback. Our recruitment team will gladly reach out to the appointing manager on your behalf.

Stage 4: Conditional offer and pre-employment checks

- Once you have accepted an offer, the employer checks will be started by the recruitment team.
- This process will usually take between two to four weeks.



Preparing for an interview

We understand that interviews can be a daunting experience but our mission is to equip you with the knowledge and confidence needed to showcase the very best of yourself in any interview setting. To assist you on this journey, we have compiled a curated list of top tips and advice that will elevate your interview preparation.



Research the Trust

Familiarise yourself with the Trust core values, mission, and goals. Gain an understanding of its structure, key initiatives, and challenges. This knowledge will demonstrate your genuine interest in being part of the organisation.



Know the role

Thoroughly understand the responsibilities and expectations of the role. Review the specific skills, qualities, and competencies they seek in candidates. This will enable you to align your experiences and strengths with the role requirements.



Practice common interview questions

Prepare responses to common interview questions, such as why you chose this role, your understanding of it, and how you handle challenging situations. Practice your answers to ensure they are clear, concise.



Showcase relevant experience

Highlight any healthcare or volunteering experiences you have had, particularly those relevant to the job you are apply for. Discuss your responsibilities, challenges faced, and lessons learned.



Reflect on personal qualities

Consider your personal qualities, such as empathy, resilience, and teamwork skills. Think about specific examples that demonstrate these qualities and how they have been instrumental in your academic or personal life.

During an interview



Don't rush

Take your time to think before you answer a question.



Ask if you're not sure

If you're not sure what a question means, ask for clarity or for it to be repeated.



Prepare for a task or activity if required

You may be asked to carry out a task or activity during the interview, so be sure to check beforehand and prepare accordingly.



Ask questions

Ask any questions you have. This is your chance to learn more about the role and find out if it's the right fit for you.

Celebrating our staff

We pride ourselves on recognising the achievements of our staff and volunteers when they go over and above providing the best possible care to patients.

Throughout the year, we recognise staff through a number of schemes, a few of which are listed below.

Staff Excellence Awards

We hold an annual Staff Excellence Awards ceremony to recognise the hard work and dedication shown by our staff across the Trust.

STAR of the Month

The STAR of the Month award is a special award linked to our Trust values - Service, Teamwork, Ambition, and Respect (STAR). Staff nominate their colleagues who demonstrate the values in their everyday work, and a winner is chosen every month.

Recognition for Long Service

We recognise the staff who choose to have a long and successful career at Great Western Hospitals with long service awards and retirement awards. As a token of our appreciation, we recognise all of our employees who have completed over 25 years' service with a commemorative certificate. We also recognise our staff in retirement with a certificate and a gift.

Hidden Heroes

Hidden Heroes is a dedicated platform to recognise our heroic staff and volunteers who put the 'great' in Great Western Hospitals NHS Foundation Trust.

We hear such wonderful stories about them doing great things, and we don't want to lose track of their everyday successes, so we want to continue capturing these stories and offer our heroes a box of chocolate Heroes for going above and beyond to provide high quality care.

Family Fun Day

We hold an annual family fun day that we call the 'Great West Fest'. This is an opportunity to say a huge thank you to every single member of Trust staff for all of the hard work they have shown that year and to their friends and families for their continued support.



Discounts and benefits

In addition to a competitive salary, a general annual leave allowance, and access to the NHS pension scheme, we also offer our staff a variety of other benefits and discounts, both locally and nationally.

Training and Development

You will be offered support, guidance, training, and a wide range of development opportunities at whatever stage you are in your career.

For nurses, we offer a great preceptorship programme and access to development opportunities in the learning and development Academy.

Local discounts

Your GWH ID badge will get you discounts at our on-site restaurants and Boots pharmacy, plus across the county at local shops and restaurants. This includes a 10% discount at the Swindon Outlet Village and discounts at restaurant chains such as Domino's Pizza and Nando's. From airport parking to mobile phones, a GWH ID badge unlocks a world of benefits.

Gym, bike and leisure

To help support staff with their physical health, we offer discounts for many local health and fitness facilities, such as Pure Gym, Village Gym Swindon, and the Link Centre.

We also offer various bicycle discounts at Halfords, Go Outdoors, Cotswold Outdoors, and more.

Family-friendly benefits

Supporting our staff to have a positive work-life balance is important to us. We offer a full range of family-friendly benefits, including generous maternity and paternity entitlements and flexible working arrangements.

We also have a Co-operative nursery on-site and a childcare voucher scheme.

Boots discounts and offers

The Trust works in partnership with Boots, and all GWH Trust staff are eligible for a 10% discount at the on-site GWH Boots store.

The 10% discount also applies to all purchases made through the Boots Order and Collect Service.

Transave UK

Working in partnership with Transave, we offer staff the chance to help save a little each month.

The scheme allows staff to choose the amount they would like to save each month and then have it paid directly into their new Transave account.

To find out more, please visit:

<https://www.transaveuk.co.uk/>.

Health and wellbeing

Our staff health and wellbeing team provides free health assessments and lifestyle checks, access to physiotherapy and chiropractic support, and a dedicated staff support services team for confidential counselling. Staff are entitled to free flu and Covid vaccinations and eye tests. We also offer a wide range of travel vaccines at competitive rates.

Salary Sacrifice Lease Car Scheme

All employees are able to lease a brand new car via salary sacrifice. The benefits include no credit check, no deposit, fully comprehensive insurance, a choice of a two or three year lease, and many more.

Military staff

At Great Western Hospitals NHS Foundation Trust, we are proud to say that we are accredited as a Veteran Aware organisation and have signed The Armed Forces Covenant.

To ensure the success of our commitment to the Armed Forces Covenant, our Trust has a Policy in place framed around the following five Covenant pledges:



- Promoting the Trust as an armed forces-friendly organisation through the work we do via internal and external channels and the publication of our Covenant pledge;
- Aiming to support the employment of veterans, welcoming job applications and guaranteeing interviews where person specification requirements are matched;
- Striving to support the employment of service spouses and partners by welcoming applications from spouses, or partners, who meet job specifications and offering them flexible leave before, during, and after a partner's deployment;
- Seeking to support our employees who choose to be members of the Reserve Armed Forces, by offering up to two weeks (ten days) per year of paid special leave to attend Reservist training commitments, and to support the mobilised deployment of Reservist employees;
- Aiming to actively participate in Armed Forces Day through promotional work, engaging in activities on the day, and publication of case studies and other literature, to support the event.



EMPLOYER RECOGNITION SCHEME

GOLD AWARD 2023

Proudly supporting those who serve.

Staff that are carers

At the Trust, we know that a number of our staff are caring for a loved one, and we acknowledge that juggling caring commitments with work can be a real challenge. We have in place a number of resources to help support our staff and make sure no one feels they have to cope alone. Our support is here whenever and wherever it is needed.

Carers Passport

This document gives managers and their direct reports the opportunity to have confidential discussions about a staff member's role as a carer, and what this might mean for their working life.

Carers Policy

We have a Carers Policy which highlights the support we offer to staff with caring responsibilities.

Flexible working policy

We have a Flexible Working Policy. This means that staff can request a variation to your working hours or place of work, in order to help you balance your caring responsibilities with working life.

Carers Café

The Carers Café is held each Wednesday at 2pm in the Refresh restaurant at GWH. This is an opportunity to share experiences and talk to those in similar situations.

All staff and members of the public who are carers are invited and there will be representation from Swindon Carers and Wiltshire Carers.

Digital resource

We've teamed up with Carers UK to give carers in our workplace access to a wide range of digital tools and essential resources that may help make their caring situation easier.

The website gives you access to E-Learning which is designed to help carers access advice and information relevant to their situation, find resources, manage finances and identify sources of support including technology, as well as promote carers' own health and wellbeing.



Our staff networks

As an organisation, we are committed to challenging discrimination and championing opportunity, making sure that we listen to staff and patients at every stage.

We have a number of staff networks which provide staff safe, supportive and professional spaces to connect, share experiences and influence policy, as we work towards a fairer, more inclusive and diverse NHS. The networks are open to all staff, regardless of characteristics or lived experience.



Race Equality Network

Fosters a safe and confidential environment for sharing experiences, with a dedicated focus on addressing challenges impacting staff from ethnic minority backgrounds.

LGBTQ+ (Lesbian Gay Bisexual Transgender Queer +) Network

Aims to raise awareness about the challenges faced by LGBTQ+ staff members and actively shape Trust policies to support and empower them.

Differently Abled Network

Provides a space for staff to connect and raise awareness of disability issues and gives them the opportunity to show their support for inclusivity in the workplace.

Women's Network

Empowers staff by providing a collective voice and opportunities to drive meaningful change for women working across the Trust.

Armed Forces Network

Focuses on issues affecting staff and patients with links to the armed forces, including veterans and close family.

Carers Network

Provides support and information for staff caring for a family member, relative or friend whilst balancing working life.

Staff Health & Wellbeing

Every member of staff at the Trust has access to the Employee Assistance Programme (EAP), designed to provide free and confidential advice, information, support, and counselling to all the Trust family. The EAP offers a holistic service to individuals in a friendly, discreet, and confidential setting.

The Trust funds up to six free appointments within a 12 month period for each member of staff and includes the following psychological interventions:

- Counselling
- Stress management & relaxation
- Mindfulness
- Assertiveness
- Time management
- Personal/professional support
- Critical incident debriefing/defusing
- Solution-focussed therapy
- Cognitive behavioural therapy (CBT)
- Signposting
- General advice.

We are also proud to offer our staff the opportunity to attend Schwartz Rounds and attend a suicide prevention awareness course.

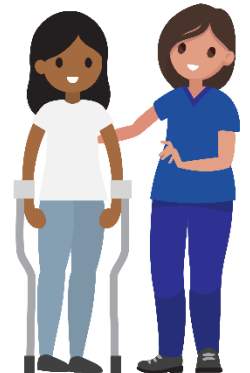
Our support services won the National Wellbeing in the Workplace National Times Award.



Supplementary information

What the patients can expect from our staff

Patients can expect to be treated with courtesy and respect when they meet Trust staff. They can expect that confidential information about them will not be disclosed to those who have no need to know. Patients can also expect staff to respond constructively to concerns, comments, and criticism.



What the Trust expects from staff

The Trust expects staff to act with honesty, integrity, and openness towards others and to show respect at all times. Staff are expected to learn and adapt the use of information technology where relevant in order to transform the way we respond to patients. Staff should be helpful to patients and their visitors at all times, respond constructively to criticism and praise, and work to foster teamwork both within the immediate team and across the Trust.

What staff can expect from the Trust

Staff can expect to be trained for the job they are employed to do, to be given feedback on their performance, and to be encouraged and supported in their personal and professional development. Staff can also expect to be treated with respect by others, including those who manage them. Staff can expect to work in an organisation that recognises and celebrates cultural diversity.

Safeguarding

Great Western Hospitals NHS Foundation Trust is a safeguarding employer committed to the safeguarding and promotion of the welfare of children, young people, and vulnerable adults and expects staff and volunteers to share this commitment. Safeguarding is the duty to all staff to strive to achieve high standards of care, transparent responsibility and accountability for those standards, and a constant dynamic of improvement. The Trust is committed to safe recruitment practices to protect children and vulnerable adults, and any appointment will be subject to satisfactory clearance.

Supplementary information

Financial responsibilities

All staff will support their managers in making efficient and effective use of resources. All staff are responsible for identifying any actual or potential deviation from budgets and are to work with the budget holder or manager to find effective ways of handling it.

All staff must ensure they use resources in a manner consistent with organisational objectives and policies, ensuring that resources are realistic, justified, and of clear benefit to the organisation.

If you are a budget holder, you are responsible for the co-ordination, monitoring, and review of the use of financial resources within your budget.

The management of financial resources is relevant to all areas of work in the NHS, as financial management takes place throughout the service. Financial resources include money and finance as well as the financial value of other resources such as people, equipment, material, etc.

Health and safety

All staff are to:

- Report accidents involving staff and/or patients according to established procedures and in compliance with the Health & Safety at Work Act.
- Report immediately any incidents, accidents, complaints, or other occurrences involving patients, visitors, or staff. Resolve wherever possible, complete accurate statements, and report to the appropriate manager as soon as possible;
- Report defects in equipment and the general fabric of the unit to the appropriate officer of the Trust;
- Take action to assess the management of risk to reduce where possible the impact on patients, visitors, staff, and NHS property; and
- Consistently observe Trust Infection Prevention & Control policies, procedures, and best practice guidance in order to maintain high standards of Infection Prevention & Control.

Supplementary information

Equality and diversity

It is the policy of the Trust that neither a member of the public nor any member of staff will be discriminated against because of their sex, sexual orientation, marital status, race, disability, ethnic origin, creed, or colour. Individuals can expect to have their views listened to, particularly when they are raising legitimate concerns about the quality of the service provided. The Trust is committed to the spirit of as well as the letter of the law and also to the promotion of equality and opportunity in all fields.

Rehabilitation of offenders

Because of the nature of the work involved, many posts are exempt for the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1974 (Exemption Order) 1975. Applicants for these posts are therefore not entitled to withhold information about cautions and convictions, and, in the event of employment, any failure to disclose such cautions or convictions could result in disciplinary action or dismissal by the Trust. Any information given will be completely confidential and will be considered only in relation to an application for positions to which the order is applied. Please contact a member of the recruitment team to discuss whether this condition applies to this post.

Confidentiality

Any information gained by virtue of employment, including any confidential or personal information concerning patients or staff, must not be divulged to other staff not directly involved. A breach of confidentiality would result in disciplinary action. Each employee is personally responsible for ensuring that no breaches of information security result from their actions. Staff should be aware that all personal information about patients and staff, regardless of its format (e.g. computerised, written, or spoken), is subject to the Data Protection Act 1998.

Frequently asked questions

What do I do with my contract once I receive it from the recruitment team?

You will need to return your signed and dated contract to the Payroll team. You will also need to complete the following documents: additional information form, additional employment form, pension form, and the new starter checklist.

How does the pension scheme work?

When you start your new role, you are automatically enrolled onto the NHS pension. If you want to withdraw, you will need to contact the Pensions Office.

What is part of the pre-employment checks?

You will be asked to complete an ID check, a Disclosure and Barring Service Check (DBS), an Occupational Health Questionnaire and references to cover the last three years.

More questions?

If you have any more questions, please do not hesitate to contact our recruitment team at gwh.recruitment@nhs.net

Find us on social media



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@GWHNHS



Great Western Hospitals NHS Foundation Trust



@gwh.nhs