

Job Description

Job Title:	Partnerships Manager
Line Managed by:	Chief Executive
Salary:	£33,660
Hours:	Full time: 37 hours per week
Holidays:	25 days plus Bank holidays
Contract Type:	Permanent
Location:	Based from Byron Business Centre, Hucknall with requirement for regular homeworking

Healthwatch Nottingham and Nottinghamshire

Healthwatch Nottingham & Nottinghamshire (HWNN) is the independent patient and public champion that has a statutory responsibility to hold local health and social care services accountable to their communities for the services they provide.

Our mission is to champion the right of our communities to receive outstanding health & social care. We do this by:

- **Scrutiny:** holding local health and care commissioners and providers to account for listening to the public, as well as providing excellent care, signposting and total transparency
- **Making a difference:** collecting & providing insight into patients & communities, making recommendations to improve services for the public, patients and service users, and holding commissioners and providers to account for delivering these recommendations
- **Working in partnership:** across local, regional and national networks of Healthwatch and the CQC to ensure big issues/opportunities are acted upon & best practice is shared, whilst ensuring that our independence is maintained

Purpose of the role

The role of Partnership Manager is to take strategic leadership for:

- the development of connections, partnerships and links with a range of organisations and communities to enable HWNN to represent the views of a wide range of communities, including those who face health inequalities, the vulnerable, the disengaged and seldom heard
- external communications to build the reputation of HWNN with stakeholders and internal communications to make HWNN a great place to work
- the management and development of outreach and engagement with local people, communities and stakeholders, including the development of best practice and innovative approaches.

The Partnership Manager is a member of the Management Team and will deputise for the CEO as required.

Responsibilities

1. Connections, partnerships and links

- Develop and monitor a programme of activity to build effective connections, partnerships and links with a wide range of stakeholders to enable the delivery of organisational objectives
- Develop and maintain a system for identifying and mapping our involvement with groups/communities across our patch
- Undertake quarterly reviews to confirm the contacts we need to sustain and identify new ones that we need to build, so that we reach those facing health inequalities, the vulnerable, the disengaged and seldom heard
- Support the CEO in developing and maintaining excellent relationships with other key partners, including health and social care commissioners and providers, and take responsibility for the stakeholder engagement plan
- Develop and sustain an effective working relationship with the Care Quality Commission, other local Healthwatch and Healthwatch England
- Lead annual engagement with local voluntary sector organisations and other relevant stakeholder groups to inform HWNN priorities.

2. Communications

- Oversee the development and delivery of the HWNN communications strategy and plan which will:
 - Build the reputation of HWNN through effective external communications
 - Support 'one team - one culture' with appropriate internal communications to staff and volunteers
- Support the PR and Communications Officer to deliver the communications plan and monitor its effectiveness.

3. Management and development of the engagement function

- Oversee engagement work to ensure that engagement activity is carried out to the required best practice quality standards and to support projects and insight work
- Support Outreach and Engagement Officers to explore and introduce innovative engagement approaches

4. Line management

Flexible line management responsibilities including PR and Communications Officer, Outreach and Engagement Officers, and any temporary staff

- Setting objectives and carrying out annual appraisals
- Agreeing training and development needs to deliver objectives and ensuring that these are met
- Monitoring and reviewing performance
- Ensuring staff compliance with HWNN quality standards and operating procedures, and ensuring any training needs are met to enable staff to comply.

Recruit, manage and support Associates as required.

5. Operational management and team development

Working as part of the Management Team:

- develop and manage delivery of the operational plan for the organisation
- build the capacity and skills of the staff team and volunteers to provide the organisation with a team of multi-skilled experts
- support staff to manage their own personal development
- build flexibility into the wider team (staff and volunteers) so that the organisation can respond rapidly to issues that arise and deliver additional commissioned projects
- actively contribute to the development of 'one team, one culture', bringing together HWNN staff and volunteers
- maintain operating procedures for key activities
- support the HWNN response to NHS provider quality accounts
- lead on specific projects or activities as required.

6. Support the CEO

- Deputise for CEO as required
- **Attend strategic meetings to represent HWNN, including making presentations about report findings and role**
- **Cover for Management Team colleagues as required**
- **Support bids for additional commissioned work**
- **Any other duties as required.**

7. Volunteers

- Identify the Volunteer requirements of the Partnership, Communication and Engagement functions
- Working alongside the Volunteer Manager, recruit, train and support volunteers required
- Ensure effective oversight of the work of volunteers working within the Partnership, Communication and Engagement function and ensure that they are integrated and supported.

8. Budget monitoring

- Be accountable for monitoring spend against budgets assigned to the Partnerships, Communications and Engagement Function.

9. General

- Be aware of current trends in social care and health care that may have an impact in Nottingham and Nottinghamshire.
- Take responsibility for own health and safety and that of others affected by Healthwatch Nottinghamshire's and Healthwatch Nottingham's operations
- Maintain the security and confidentiality of data and other information provided to Healthwatch Nottinghamshire and Healthwatch Nottingham
- Take responsibility for own personal development.

Other requirements

1. Willing to have a DBS Check as appropriate
2. Must be legally entitled to work in the UK
3. This role will require travel across Nottingham and Nottinghamshire, with occasional requirements to attend national events.

Person specification - Partnerships Manager

Key competencies

Proactive self-starter - takes initiative, plans and prioritises own work, asks for advice and guidance when needed

Communicator - is positive and open in communication with all individuals and groups, considers the audience when planning verbal or written communication, presents information clearly and concisely, listens well

Facilitator - brings people together, is clear about purpose, enables all to contribute, and maintains objectivity

Creativity - brings fresh and innovative ideas to the team

Team player - supports colleagues, communicates with team members, participates actively in shared tasks, brings positivity

Strategic - interpret and adapt to the changing health and social care environment, focussing on what will have the greatest impact

Reliable - delivers outputs and carries out activities effectively and on time

Impactful - focussed on delivering organisational outcomes

Flexible and adaptive - adapts to the changing needs and environment of the organisation

Committed to equality and diversity - considers the needs of all groups of people in planning and delivering work, makes changes and adjustments to activities to ensure that all can participate as needed, advocates for people who face disadvantage and discrimination in accessing and using health and social care services

Partnership Manager	Essential	Desirable
Qualifications/Experience		
Educated to degree level or equivalent in a relevant subject, or equivalent relevant experience.	x	
Experience of working within the health, social care or voluntary sectors		x
Experience of managing staff	x	
Experience of leadership in matrix management environment		x
Experience of developing partnerships / stakeholder engagement	x	
Experience of strategic communications	x	
Knowledge and skills		
Understanding of core function and aims of Healthwatch	x	
Good understanding of the challenges facing the NHS and social care	x	
High level of skill in managing and developing external relationships with partners and stakeholders	x	

Knowledge of mechanisms for engaging with people and communities	x	
Ability to communicate effectively with broad of range of people, including verbal and written communication	x	
Ability to work flexibly and creatively to manage and prioritise a varied work programme	x	
Critical thinking and ability to challenge	x	
Ability to use IT to a level commensurate with the post	x	
Understanding of the diversity of the communities that we serve	x	
Person attributes		
Understanding of and commitment to equality and diversity	x	
Excellent planning, organisational and time management skills	x	
Able to appropriately influence others	x	
Ability to work to tight deadlines in a dynamic environment, with often changing and competing priorities	x	