



Information for Applicants

Healthwatch Lancashire Manager

Full Time - 37.5 hrs

Maternity Cover (May 2019)

The HWL office is based in Leyland, with travel required to our Head office in Carlisle and our offices in Barrow and Workington

Healthwatch Lancashire (HWL) is the public voice for health and social care and exists to make services work for the people who use them. We believe that the best way to do this is by providing the people of Lancashire with opportunities to share their views and experiences. Our focus is on understanding the needs, experiences and concerns of people of all backgrounds who use services and to speak out on their behalf.

The Person

An opportunity has arisen for an experienced senior manager to join us on a maternity contract to continue the good work of Healthwatch Lancashire. The main purpose of this role is to ensure compliance of contractual obligations and key performance indicators. You will provide leadership to projects, people and engage with professionals from a wide range of external health and social care organisations and the voluntary, community and faith sector.

We are seeking a candidate who has knowledge of the health and social sector, is educated to degree level or equivalent, and has relevant people and project management experience. You will work closely with the senior leadership team at People First (our lead organisation) contributing to leadership meetings and whole business development activities.

People First is our lead organisation, you will report directly to the Chief Executive Officer and work closely with the senior leadership team contributing to leadership meetings and whole business development activities. Working closely with the business team you will manage the HWL annual budget.

Person Specification

- Educated to degree level or equivalent
- Relevant people and project management experience
- Ability to motivate and inspire individuals and teams
- Excellent communication skills – verbal and written, including experience of public speaking and the ability to give presentations and facilitate group discussions
- Be a creative practitioner – thinking outside of the box with the ability to problem solve
- Knowledge of health and social care organisations and current issues
- Experience of engaging with the voluntary sector
- Ability to work strategically
- Significant experience of partnership working and collaboration across communities, organisations and sectors (public and voluntary). Ideally this will include experience of working with the NHS and social care settings
- Commitment to and a working knowledge of equality and diversity
- Knowledge of organisational policies and procedures in the workplace

- IT literate, experienced in management of CRM database systems, MS Office, Facebook, Twitter and other social media
- Ability to effectively plan and organise workload and coordinate other resources to meet deadlines
- Excellent team working skills and experience
- Able to facilitate, collaborate, enable and empower
- A high degree of personal motivation and willingness to learn new skills, taking on challenges with enthusiasm
- Undertake relevant training as required
- Personal resilience and a capacity to work with a diverse range of people
- Current driving licence and access to own transport
- Enhanced DBS check
- Able to work occasional evenings and weekends

Duties will include:

People Management

- Leading, supporting and developing the HWL team (comprising of staff and volunteers) to ensure they effectively plan and organise their workloads and deliver high quality engagement activities across Lancashire, with a focus on achieving contractual obligations and the organisation's Key Performance Indicators (KPIs)
- Ensuring Engagement Officers effectively and efficiently utilise the organisation's resources to facilitate appropriate community engagement activities, exceeding deadlines and targets
- Leading other team members working in communication and engagement, volunteers and administration to deliver on strategic plans and objectives

Project Management

- Developing and managing the work plan of core activities, ensuring compliance with statutory responsibilities
- Allocating staff and resources to deliver projects within agreed timescales
- Drawing up project plans and assisting/coaching others
- Overseeing office monitoring systems – ensuring compliance with data protection
- Authorising reports, press releases and social media messages prior to publication
- Heading up commissioned work – compiling or reviewing project proposals/briefs, attending steering groups and reporting to commissioners on progress
- Negotiating with commissioners regarding deadlines or invoicing

Relationships

- Working with the HWL board, producing operational reports and presenting these at board meetings
- Working with Lancashire County Council (our contract provider) attending monitoring meetings, presenting reports and reporting and negotiating on KPI's
- Promoting HWL and its work in a variety of external meetings/forums
- Representing, contributing and participating in a variety of meetings, endorsing and challenging where appropriate

Other Duties

The duties outlined above are not intended to be exhaustive and may change as the needs of the organisation alter in line with current agendas

The Appointment

Applications should include:

- Complete CV
- Supporting cover letter which should be no longer than 2 sides of A4

HWL is an equal opportunities employer and is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Applicants must be willing to undergo a DBS check and any other safeguarding checks as appropriate to the post. The appointment will be subject to the satisfactory outcome of these checks.

One referee should be the applicant's current or most recent employer. Please note that references will not be accepted from relatives or from people writing solely in the capacity of friends. References will be sought on the successful candidate following the interview process however; we may approach previous employers for information to verify particular experience or qualifications, prior to interview. The appointment will be subject to the receipt of satisfactory references.

All candidates invited to interview must bring documents confirming any educational and professional qualifications referred to in their application form. Where originals or certified copies are not available for the successful candidate, written confirmation of the relevant qualifications must be obtained from the awarding body.

Where the successful candidate has worked or been resident overseas in the past five years, we will carry out such checks and confirmations as may be required in accordance with statutory guidelines.

All candidates invited to interview must also bring with them:

- A current passport (if you do not hold a current passport, or you do not hold a British passport, then further evidence will be required as proof of the right to work in the UK)
- Driving Licence – photocard
- Official documentation evidencing your current address (e.g. utility bill, bank statement)
- Where appropriate, any documentation evidencing a change of name (e.g. marriage certificate)

All applications should be clearly marked:

Confidential – HWL Manager – Maternity Cover

And emailed to recruitment@peoplefirstcumbria.co.uk for the attention of Mr Barry Munro-Berry

or by post to:

Mr Barry Munro-Berry, People First, Best Life Building, 4-8 Oxford Street, Workington, CA14 2AH

To arrive no later than 9.00am on Wednesday 6th March 2019