Job Description

**Operations and Research Manager (Maternity cover)  
Healthwatch Hounslow**

**Title**: Operations and Research Manager (Mat cover), Healthwatch Hounslow

**Reporting to:** Director of Operations, YVHSC

**Responsible for**: Healthwatch Hounslow staff team (currently 2 part-time staff)

**Location:** Office located at W5 5RG

**Salary:** £25,000 - £30,000

**Hours:** Full time, 37.5 hours per week

**Holidays**: 25 days, plus 8 statutory days,

**Contract:** Maternity cover, anticipated 12 months

**Start Date:** ASAP

# **BACKGROUND**

Your Voice in Health & Social Care (YVHSC) commissions a number of local Healthwatch services across London, including Hounslow. Healthwatch is the main public and patient engagement mechanism for health and social care users.

Healthwatch includes championing the health and social care needs of adults and children, acting as an independent local voice and ensuring that services meet the needs and remain high-quality and fit-for-purpose. Healthwatch represents the views and experiences of local people, including children and young people, and help communities to exercise greater choice over the services they receive. Healthwatch has a visible presence in Hounslow, with an effective, proactive and independent local voice.

**JOB PURPOSE**

To deliver all aspects of the Healthwatch Hounslow service in line with statutory duties, service specification, agreed KPIs and the YVHSC model of delivery.

Our aim is to raise awareness amongst commissioners, providers and other agencies about the importance of engaging with communities, and the expertise and value that individuals can bring to discussion and decision making on health and social care. We carry out activities across a number of different programme areas to enable us to fulfil our statutory functions:

* We capture community intelligence through an extensive patient experience, engagement and outreach programme in order to understand and report on experiences of health and social care services in Hounslow.
* We promote community involvement in the commissioning, provision and scrutiny of health and social services, giving people and communities a stronger voice to influence and challenge how health and social care services are provided within their locality.
* We undertake research studies examining health and social care services, pathways, health and social care issues and community needs.
* We have the authority to monitor and review how local services are planned and run. With the exception of social care facilities for children and young people, we have the statutory power to ‘Enter and View’ premises delivering health and social care services, to allow authorised representatives of Healthwatch to observe the nature and quality of services, report on their findings and make recommendations, to which local authorities and NHS bodies have a duty to respond.
* Healthwatch Hounslow also provides an Information & Signposting service to help people to make choices about health and social care services.

**KEY TASKS:**

1. Fulfil Healthwatch Hounslow statutory purposes, through delivery of its operational objectives and work programme areas
2. Contribute and challenge at a strategic level, influencing and shaping decisions made by commissioners and providers, in line with the evidence base of patient voice collated and reported on through our different programme areas.
3. Provide support and guidance to the Chair and Local Advisory Committee
4. Contribute to the development of, and implementation of, Healthwatch Hounslow’s strategic plans to ensure it delivers on its statutory duties and fulfils its mission and vision.
5. Working with the Director of Operations (YVHSC), monitor the contractual key performance indicators (KPIs) and quality and performance targets ensuring these are met by the organisation and that contract monitoring reports are produced in a timely manner.
6. Manage the Healthwatch Hounslow website, production and publication of reports and all external materials and content.
7. Line manage Healthwatch Hounslow staff
8. Carry out supervisions and appraisals in line with YVHSC policies and procedures
9. Lead on, and support staff, to deliver their respective programme areas including: Research studies; Patient Experience; Engagement & Outreach; Enter & View; Volunteering and Information & Signposting
10. To undertake research where necessary to support projects and lead/oversee report writing
11. Work in partnership with staff to develop legacy documents and guidance that allows existing and new staff to access the relevant information to fulfil their role
12. Ensure compliance with all YVHSC policies and procedures
13. Working with the relevant staff ensure the necessary infrastructure, resources and relationships are in place for the effective and efficient use of IT systems (including the rationalising and backing up of existing files and documents)
14. To support the Director of Operations (YVHSC) in ensuring Healthwatch Hounslow meets, and continues to meet, the Healthwatch specification and that it is well placed to deliver the functions and services.
15. Working with YVHSC, to manage all Healthwatch Hounslow’s business functions
16. To represent and promote Healthwatch Hounslow with the NHS, Local Authority and Third Sector stakeholders
17. Attend strategic meetings with partners and commissioners
18. Identify and manage key strategic stakeholders and partners (including local community provider organisations)
19. Act as ambassador for Healthwatch Hounslow, working with other organisations and bodies as appropriate, taking part in external working groups and events to further the work and reputation of the organisation
20. Lead and encourage others to develop and maintain productive networks, relationships and partnerships with key stakeholders and other appropriate bodies and organisations

**Additional responsibilities:**

1. To ensure confidentiality in all aspects of the role, for example company confidentiality, volunteer details, etc.
2. To support YVHSC with the ongoing development of systems for planning and managing all aspects of Healthwatch Hounslow activities within available resources and budgets
3. To lead and support fund raising strategies, such as bid writing for approved projects
4. To work effectively with other employees and volunteers to promote the aims and objectives of Healthwatch Hounslow, and to present a positive image of Healthwatch Hounslow to the public
5. To comply with Health and Safety policy in all employment practices
6. To comply with Equal Opportunities Policy and Procedure in all employment practices
7. To maintain working knowledge of the policies and regulations governing the organisation
8. To attend all staff meetings
9. To undertake any training and development deemed necessary for the pursuance of the post
10. To operate in a way that contributes to the continuous improvement of Healthwatch Hounslow’s services and embraces the organisation’s quality initiatives

**Healthwatch Hounslow**

**Person Specification**

**Operations Manager**

| **Requirements** | **Essential/ Desirable** | **Method of Assessment** |
| --- | --- | --- |
| **Skills and competencies** |  |  |
| 1. Excellent organisational skills, and the ability to manage several projects simultaneously | E | A / I |
| 1. Excellent communication skills in English - written, verbal and listening skills | E | A / I |
| 1. Excellent interpersonal skills and the ability to develop effective working relationships internally and externally | E | A / I |
| 1. Excellent IT skills, including word processing, databases and spreadsheets | E | A / I |
| 1. Excellent report writing and presentation skills and ability to deliver accessible and engaging reports and presentations | E | A/I |
| 1. Excellent website management skills, and ability to deal with social media | D | A / I |
| 1. Excellent administrative skills, including attention to detail and the ability to keep up-to-date records | E | A / I |
| 1. Ability to keep information confidential as appropriate in an office environment | E | A / I |
| 1. Ability to develop and maintain good relationships with staff, partners and stakeholders | E | A / I |
| **Knowledge** – *type and depth* |  |  |
| 1. Basic awareness of the diverse communication skills of the public, including those who are vulnerable | E | A / I |
| 1. Knowledge of the health and social care services, pathways, and commissioning | D | A / I |
| 1. Good knowledge of IT software | D | A / I |
| **Learning and development** – *type and depth* |  |  |
| 1. Good record of ongoing personal development and learning | E | A / I |
| **Experience** *– quality and relevance* |  |  |
| 1. Experience of managing a portfolio of projects across varying programmes areas | E |  |
| 1. Experience of working strategically and at a high level with a range of stakeholders and partners, influencing and impacting decision making | E | A / I |
| 1. Experience of line managing a team of staff | E | A / I |
| 1. Experience of working with members of the public, communities and third sector organisations, including those that may be vulnerable or ‘hard to reach’ and people from a range of diverse backgrounds and with different abilities. | E | A / I |
| 1. Experience of supporting committees or boards | E | A / I |
| 1. Experience of setting up and maintaining systems and procedures | E | A / I |
| **Personal qualities and circumstances** *– essential and directly relevant to post* |  |  |
| 1. Strong affinity with the mission and values of the organisation | E | A / I |
| 1. Awareness of own strengths and weaknesses, with good time management skills | E | A / I |
| 1. Ability to manage own workload and work with minimal supervision | E | A / I |
| 1. Resilience in the face of challenging circumstances | E | A / I |
| 1. Personal commitment to equity and diversity across society | E | A / I |
| 1. Ability to respect and keep confidentiality | E | A / I |
| 1. Have a driving licence | D | A / I |
| 1. Willingness to work occasional unsocial hours (such as evening or weekend) | E | A / I |

A = application form

I = interview

To apply please provide your CV and a covering letter to info@yvhsc.org.uk

**Operations Manager - TERMS AND CONDITIONS**

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| --- | --- |
| **Salary:** | £25,000 - £30,000 depending on experience |
| **Hours of work:** | Your normal hours of work are 37.5 hours each week excluding a daily lunch break and travel to and from the main place of work. |
| **Place of work:** | Your normal place of work will be 45 St Mary’s Road, W5 5RG |
| **Holidays:** | 25 working days plus 8 statutory holidays (pro rata for part time workers) in each holiday year (which runs from the 1st April to 31st March) |
| **Overtime:** | Although there is no overtime paid, Healthwatch Hounslow has a Time Off In Lieu (TOIL) system in place. TOIL is normally time spent at weekend and evening events/meetings or extra work as required. |
| **Expenses:** | Expenses are paid in accordance with YVHSC Expenses Policy |
| **Disclosure and Barring Service Pre-employment Check (Formally CRB Check):** | Appointment to this post is subject to an Enhanced check |
| **Medical:** | You must be considered medically fit to undertake this position and may be required to complete a medical assessment form |
| **Pension:** | In order to meet our obligations under UK |
| **Proof of Eligibility to work in the UK** | Evidence provided to comply with the  Immigration, Asylum and Nationality Act 2006 |
| **Training:** | Identified through the induction and appraisal process |