

Job Description	Healthwatch Oldham Manager
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Salary: £37,336-40,221 per annum (pro rata) NJC: PO2 29-32	Line Manager: Chief Executive
Hours: 21.6 per week (3 days)	Period of contract: permanent
Location: Hybrid / Office-based in Oldham (OL1 1DJ) with travel across local area as required	Main stakeholders: <ul style="list-style-type: none"> • Staff, volunteers and board members of Healthwatch Oldham • Action Together staff, in particular the wider Oldham team and Healthwatch Tameside team. • Officers and Members of Oldham Council, Northern Care Alliance, and ICS Teams • Staff of other statutory agencies and health and care providers • Staff of regional and national networks and agencies • Greater Manchester HW Chair and Associate Chief Officer GM

Purpose of the post: To lead and manage Healthwatch Oldham including providing a strategic lead, managing staff, work planning and service delivery.
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The main things you will be asked to do in this role: Strategic working <ul style="list-style-type: none"> • Develop operational plans for Healthwatch Oldham and to contribute to the development of the overall strategic plans for Action Together. • Identify gaps and opportunities for Healthwatch Oldham to influence health and care policy and service delivery at local, regional and national levels. • Develop, maintain and implement a range of strategies and plans for the effective delivery of Healthwatch activities. • Develop and maintain strategic relationships with the Integrated Care System Leaders.

Leadership and management

- Service and provide operational reports to the Healthwatch Board and work closely with the Chair to identify strategic priorities.
- To lead, develop and motivate staff and volunteers (including board members) within the Healthwatch programmes.
- Provide line management and regular supervision for staff and ensuring volunteers are appropriately managed and supported.
- Be an active member of the Action Together management team.
- Project manage (and monitor project delivery of) individual Healthwatch initiatives and work streams.

Operational

- Develop and oversee the analysis of complex information and the production of quality written reports, accessible to a diverse audience.
- Lead the development and support the delivery of participative engagement activities to inform the management and development of health and care services.
- Develop and oversee a volunteer recruitment and support programme.
- Ensure that the work of the Healthwatch team is recorded, monitored and evaluated against contractual obligations and prepare reports as required.
- Ensure the team understand appropriate safeguarding practices and can identify safeguarding concerns that may require appropriate escalation and/or referral.

Financial

- Identify funding opportunities, develop proposals and secure funding for Healthwatch related activity.
- Manage the budgets for Healthwatch Oldham in conjunction with the Finance and Operations Director of Action Together.

External Representation

- Represent Healthwatch and Action Together at partnership boards and subgroups as well as at a senior level with external organisations.
- Develop and maintain strategic relationships with statutory and voluntary, community and faith sector partners.
- Respond to policy at local, sub-regional, regional and national levels on behalf of Action Together and/or Healthwatch.
- Ensure that Healthwatch Oldham is involved in appropriate sub-regional, regional and national networks.
- Manage Healthwatch communications, including the website, e-bulletins and use of local media. Specific communications activities may be delegated to relevant Healthwatch staff as appropriate.

General asks of everyone that works as part of the Action Together team:

- Support our charitable purpose and strategic aims, using our values as outlined below.
- Adhere to our policies and procedures including safeguarding, health and safety, data protection.
- Be inclusive and work to combat all forms of discrimination and disadvantage, ensuring that the principles of equitable opportunities and social justice are implemented in your work.
- Contribute your skills and experience to projects and tasks when required.

Our charitable purpose and values

The Action Together team aims to create positive social change, promote social justice and harness social benefit; and to strengthen the voluntary, community, faith and social enterprise sector.

Action Together's values underpin all our activities. They are ways of working that we will always strive for, and we want to be held accountable to them. Our values should resonate with the perception and reality of working with, and for, us as an organisation.

Our values are to:

Believe it's possible – vision and ideas matter. We have confidence in the power of people and communities, and we strive to release their potential to create the widest possible benefits whilst promoting social justice.

Strengthen others – we work in ways that strengthen people, places and partnerships. We achieve this by working collaboratively, sharing skills and developing relationships between people, groups and agencies.

Be true – we are brave enough to share constructive insight in order to make progress. Our unique insight comes from our connections with, and amplification of, the diverse range of voices of people and groups that we work with.

Person Specification

Healthwatch Oldham Manager

The ideal candidate for this role will be someone who

- Is passionate about social justice and health inequality.
- Is an experienced manager who is driven to manage a small team to capture views and experiences of local health and care services and produce recommendations for change to reflect what people tell us.
- Has the skills and confidence to influence change by working in partnership with other organisations and system partners

The recruitment process (application, interview, and any other activities) are your opportunity to demonstrate the following skills (able to), experience (experience of), and knowledge (knowledge of):

Essential – These are things which are necessary for you to be considered for this role:

- Demonstrates a commitment to promoting social justice and equity and understands the policies and practices that address health inequalities.
- Understands local and national health and social care legislation and plans and is able to explain these to others.
- Has experience working with the VCFSE and with the public sector.
- Has a proven track record of leading and motivating teams and can foster a collaborative and inclusive working environment.
- Capable of developing and implementing strategic plans and identifying opportunities to influence health and care policy and service delivery.
- Possesses strong communication and interpersonal skills, with the ability to present complex information clearly to diverse audiences and build effective relationships with stakeholders.
- Demonstrates experience in managing projects, budgets, and resources effectively to achieve organisational goals.
- Able to respond to changing environments and develop innovative solutions to challenges.
- Has excellent organisational skills and the ability to manage multiple tasks and projects simultaneously while ensuring high-quality outcomes.
- Experience of delivering quality written and verbal report to a variety of stakeholders, including presentations at formal meetings.
- Understands research methodology and engagement approaches to enable us to safely collect experiences and data
- To be able to analyse qualitative and quantitative data to produce findings and produce SMART recommendations.
- Good understanding of safeguarding legislation and be able to manage the implementation and adhere to safeguarding practices and procedures.

Desirable – These are things which we would actively be looking for in a perfect candidate. You should still apply even if you do not check every item on this list:

- Experience of servicing a board or similar strategic committee
- Experience providing evidence to statutory partners responsible for health and care services oversight.

Personal qualities – These are things which we ask for from everybody who works as part of the Action Together team:

- Commitment to our values.
- Collaborative team working.
- Seek development opportunities for yourself and others.
- Commitment to social justice and equity.

Working with Action Together

As a member of the Action Together team you will also benefit from:

- Flexible working opportunities
- Membership of SimplyHealth
- Ongoing professional development
- Cycle and tech loan schemes

For more information on the work that we do please visit www.actiontogether.org.uk

SUPPORTER

