

Job description

Job title	Operations Manager / Deputy Chief Executive
Employer	Tell Us North CIC
Accountable to	Chief Executive
Reports to	Chief Executive
Salary	£31,917- £36,742 pro rata
Hours	Part time - 22 hours per week
Holidays	29 days per annum plus 3 days between Christmas and New Year pro rata
Contract type	Permanent
Location	Healthwatch Gateshead, Davidson Building, Swan Street, Gateshead, NE8 1BG

Job summary

- To act as deputy to the Chief Executive across all Tell Us North functions.
- To provide strong, inspirational leadership and direction to Tell Us North and contracts it delivers, with particular reference to Healthwatch Gateshead.
- To work with the Chief Executive, Tell Us North Chair and Board, and the Healthwatch Committees and Chairs in Gateshead and Newcastle to achieve the organisation's strategic and business objectives.
- To deliver the Healthwatch vision by listening to, and learning from, users and potential users of health and social care services across diverse communities, and by making sure these voices, views and priorities are made available to relevant organisations.
- To develop and maintain strategic and operational relationships that support the approach of Tell Us North and Healthwatch Gateshead to working with others. This approach will include building strong relationships with the voluntary and community sector.
- To ensure that Healthwatch Gateshead discharges all its statutory duties and functions and operates as a viable, influential and successful and well-respected organisation.

Key responsibilities

Strategic

Healthwatch Gateshead

- Be the central strategic and operational face and voice of Healthwatch Gateshead.
- Fully understand and navigate local government and NHS policies, structures and processes and provide guidance, leadership and support to others involved in Healthwatch Gateshead.
- Actively build positive relationships across all sectors in Gateshead, and maintain these when providing challenge to statutory organisations.

- Initiate and maintain good working relationships with organisations subject to scrutiny by Healthwatch Gateshead.
- Identify trends and concerns that may influence the Healthwatch Gateshead work programme and ensure that this intelligence is available to the Chief Executive, Committee Chair, Committee and more widely as appropriate.
- Work closely with Chief Executive, Committee and Chair in the design and development of Healthwatch Gateshead.

Tell Us North

- Support the Chief Executive in ensuring the organisation, its vision, products and services consistently present a strong positive image to all stakeholders and proactively manage relationships across all stakeholder groups.
- Support the high-quality delivery of all Tell Us North contracts.
- Lead, facilitate and advocate engagement with people, including children and young people and communities, so they can have a voice in influencing their health and wellbeing, while being mindful of responsibilities around safeguarding.
- Ensure that the organisation draws on and utilises best research practices.
- Be accountable to the Chief Executive for the day to day management of the Healthwatch Gateshead contract delivery.
- Support the Chief Executive in ensuring that Healthwatch is equipped and able to effectively carry out its key functions and powers.

Contractual and financial management

Healthwatch Gateshead

- Be responsible for the management of resources and financial stability of Healthwatch Gateshead, working with the Chief Executive.
- Ensure that all of Healthwatch Gateshead activities are delivered in line with all external and internal quality standards; in line with commissioners/funders requirements; and that the Chief Executive, Committee Chair and Committee are kept fully up to date with performance and delivery.
- Ensure that all contract monitoring and other reports are returned in the format and timescales agreed with the commissioner.
- Lead on the completion of the Healthwatch Gateshead annual report.

Tell Us North

- Support the Chief Executive to identify new income streams and scope for expanding the work of Tell Us North and support the long-term sustainability of the organisation.
- Manage and develop staff as agreed with the Chief Executive and Board, including recruitment and selection, training, mentoring and performance management.
- Ensure that volunteer programmes are properly resourced and managed in line with any relevant legislation and best practice
- Support the Chief Executive to ensure best use of staffing resources within the organisation
- Support the Chief Executive to build a strong, effective and motivated team with individual and team work plans and objectives to deliver the Healthwatch functions
- Support the Chief Executive to ensure robust financial management of the organisation including the preparation of management accounts and annual accounts/returns, etc.

Communications and information management

Healthwatch Gateshead

- Support the Chief Executive to ensure that the Healthwatch team has a reliable, accurate, suitable information management system that can deal with all the required sources and types of information needed, and utilises existing methods and available packages.
- Ensure that the Healthwatch Gateshead team is delivering to an agreed communications strategy.

Tell Us North

- Support the Chief Executive to ensure that all internal and external communications, including branding and information management meet the needs of the organisation and its contract delivery (the operational delivery will be through the Marketing and Project Coordinator).
- Work with the Chief Executive to ensure that regular and effective communication takes place across the organisation; ensuring that all feel part of Tell Us North and have a clear understanding of their role and contribution to organisational objectives.
- Work with the Chief Executive to ensure that all those involved in Tell Us North activities are able to use data, information and record keeping systems, and are complying with policies and procedures including Data Protection.
- Promote best practice in terms of service user and public engagement.
- Work with the Chief Executive to ensure there is a consistent approach to face to face, digital and other forms of engagement across the organisation.
- Work with the Chief Executive to ensure that everything Tell Us North produces is to a consistently high standard.

Corporate

Tell Us North

- Work with the Chief Executive to ensure that appropriate systems are in place to monitor compliance with quality standards.
- Work with the Chief Executive to ensure that appropriate risk and risk mitigation strategies are in place, with particular focus on Healthwatch Gateshead.
- Work with the Chief Executive to keep abreast of strategic and policy issues and reviews affecting health and wellbeing, to contribute to policy analysis activities as appropriate and ensure that the Chief Executive, Board and Healthwatch Committees are kept up to date of such changes.
- Work with the Chief Executive to manage Tell Us North's strategic planning process and the achievement of its business and delivery plan.
- Write reports, deliver presentations and undertake administrative duties in connection with the post.
- Contribute to team working, organisational development and meetings as appropriate.
- Carry out evening and weekend work as necessary.
- Undertake any other delegated duties as reasonably requested by the Chief Executive or Tell Us North Chair.

This list is typical of the level of duties that the post-holder will be expected to perform. It is not necessarily exhaustive and other duties may be required to fulfil the objectives of Tell Us North.

Person specification	Requirements	
	Essential	Desirable
Education		
Educated to degree level or demonstrable equivalent experience	<input type="checkbox"/>	
Management or leadership qualification		<input type="checkbox"/>
Experience		
Significant experience at a senior level of leadership within one of the following sectors: public, voluntary, business	<input type="checkbox"/>	
Experience of working at a senior level within the health and social care sector in England		<input type="checkbox"/>
Experience of effective leadership, strategic planning and management of change	<input type="checkbox"/>	
Knowledge and experience of achieving income generation and diversification of income streams		<input type="checkbox"/>
A working knowledge of how social media can be used effectively to contribute to organisational goals		<input type="checkbox"/>
Substantial experience of relationship building and collaborative partnership working within the voluntary/public sectors	<input type="checkbox"/>	
Demonstrable track record of managing and monitoring performance to meet organisational objectives and delivery of quality services	<input type="checkbox"/>	
Demonstrable experience of budget management	<input type="checkbox"/>	
Experience of producing detailed but accessible reports on a range of topics	<input type="checkbox"/>	
Experience of engaging effectively with and developing and maintaining strong and trusting working relationships with senior figures (up to CEO/Chair level) in other organisations	<input type="checkbox"/>	
Proven experience of staff management and supervision including the ability to lead, inspire and motivate a staff team to achieve outstanding results	<input type="checkbox"/>	
Experience of supporting part time/geographically dispersed teams to achieve and work together		<input type="checkbox"/>
Experience of public involvement in public services, ideally in health and social care		<input type="checkbox"/>
Experience of operating good governance standards, including reviewing policies and procedures, financial processes and supporting Committees and Boards	<input type="checkbox"/>	
Experience of resolving complex problems or issues		<input type="checkbox"/>
Skills and knowledge		
Excellent communication skills with the ability to articulate and present ideas clearly and coherently and emotively to a range of audiences and settings	<input type="checkbox"/>	
Ability to think, act and communicate strategically and creatively	<input type="checkbox"/>	
A wide knowledge of health and social care sector in England and understanding of the key issues currently facing the sector	<input type="checkbox"/>	
A good understanding of the voluntary and community sector and the contribution it can make to achieving improvements in health and social care	<input type="checkbox"/>	

A knowledge of the local (Gateshead and Newcastle) health and social care economy and key issues		<input type="checkbox"/>
A good understanding of the issues facing marginalised and vulnerable groups	<input type="checkbox"/>	
An understanding of how equality and diversity will inform the delivery of Healthwatch services		<input type="checkbox"/>
Ability to be an excellent ambassador for the organisation building meaningful relationships with both existing and new contact	<input type="checkbox"/>	
Ability to proficiently use Microsoft IT package and customer relationship databases	<input type="checkbox"/>	
Ability to critically evaluate information and its sources	<input type="checkbox"/>	
Personal characteristics and values		
An enabling leader with real energy and passion for involvement, engagement and improving health and care services	<input type="checkbox"/>	
Ability to work independently and collaboratively as a member of a team to achieve maximum effectiveness of self and team	<input type="checkbox"/>	
An understanding of equal opportunities and an ability to implement this ethos in a practical, non-judgemental way	<input type="checkbox"/>	
Willingness to work flexibly including occasional unsocial hours (such as evening or weekend)	<input type="checkbox"/>	
Willingness to travel and to attend some regional/national meetings	<input type="checkbox"/>	
Full, current and valid driving licence and use of own car		<input type="checkbox"/>