



## Job Description

<b>JOB TITLE:</b>	BNSSG Healthwatch Manager
<b>HOURS OF WORK:</b>	37hrs per week
<b>SALARY:</b>	NJC 23 (£33,366)
<b>PLACES OF WORK:</b>	The Vassall Centre, Gill Avenue, Bristol BS16 2QQ and community settings in BNSSG with remote working
<b>CONTRACT TYPE:</b>	Permanent
<b>RESPONSIBLE TO:</b>	COO
<b>RESPONSIBLE FOR:</b>	All Project staff aligned to BNSSG Healthwatch

### Aims of the Post:

- To oversee a portfolio of projects on behalf of The Care Forum (TCF).
- To line manage project delivery staff within the projects of this portfolio.
- To represent Healthwatch, TCF at strategic meetings which align with this portfolio and as agreed with the management team.
- To engage with key stakeholders to manage relationships and develop funding opportunities
- To ensure good governance of all project budgets within the portfolio.

### Main tasks:

#### 1. Oversee a Portfolio of Projects

- 1.1 Manage and have responsibility for a portfolio of projects including but not limited to: Healthwatch Bristol, North Somerset and South Gloucestershire patient and public involvement, citizen's voice, MNVP and other engagement projects.
- 1.2 Manage your time effectively and efficiently between the projects in your portfolio by making regular assessments of where your time and attention is most needed.
- 1.3 Problem solve to ensure project delivery staff are empowered to deliver their roles effectively.
- 1.4 Appropriately delegate operational/project delivery tasks to project team members to ensure your time is used most effectively to deliver your role.

- 1.5 Provide the Senior Leadership Team and the Board of Trustees with regular progress reports, providing data on activities and impacts.
- 1.6 Ensure that volunteers are supported and deployed within your Portfolio to represent TCF at strategic meetings and events, to support your role.

## **2. Line Management**

- 2.1 Create and monitor work plans for portfolio staff, and provide a short pastoral support session every 6 weeks.
- 2.2 Manage by exception, for example by attending regular project-specific team meetings when necessary.
- 2.3 Resolve any HR-related, equalities, safeguarding or health and safety issues promptly and in line with TCF policy and best practice.
- 2.4 Ensure all portfolio staff understand their roles, and the boundaries with your role, in order to empower them to make effective operational decisions.
- 2.5 Ensure that staff work within TCF policies and procedures including HR processes and Health and Safety.  
Ensure vacancies are filled promptly, in line with our procedures and policies, in partnership with the business support team.

## **3. Representation of TCF**

- 3.1 Be innovative and proactive by engaging with important stakeholders to build relationships, prove the value of TCF, and ensure good awareness of the 'TCF offer'. This will include senior leaders within local authorities, NHS organisations and the VCSE.
- 3.2 Attend relevant local meetings and events, or deploy volunteers, as agreed with Senior Leadership.
- 3.3 Build a culture which ensures all portfolio project team members are positive ambassadors for TCF.

## **4. Stakeholder Engagement**

- 4.1 Build relationships across sectors to develop beneficial partnerships
- 4.2 Make use of contacts and relationships to identify and develop opportunities for additional income for TCF.
- 4.3 Build partnership collaborations – for example, with other VCSE leaders – to secure future partnerships and explore joint funding opportunities.
- 4.4 Deliver a financial target for additional projects-related income each year, with support from Senior Leadership. This target will be reasonable and agreed with the postholder.

## **5. Budget Management**

- 5.1 Have oversight of and responsibility for all elements of good financial governance within your portfolio.
- 5.2 Work with the Senior Finance Manager to resolve under/overspend or other risks promptly.

- 5.3 Devolve day to day project spending to portfolio team members (within agreed limits, and with appropriate managerial controls to ensure proper use of funds).
- 5.4 Support the development of budgets at the start of each year, and review on a frequent basis.
- 5.5 Provide checkpoint and exception reports to Senior Leadership on portfolio finances where required.

**6. General duties and other responsibilities:**

- 6.1 Be an active member of your team, provide support to your peers and participate in training opportunities appropriate to the post.
- 6.2 Be involved in all aspects of delivering against requirements where needed to ensure the smooth running of services.
- 6.3 Help to ensure that TCF embraces diversity, challenges discrimination, and reflects the communities of BNSSG.
- 6.4 Work within and demonstrate a strong commitment to the aims and objectives, values and policies of TCF.
- 6.5 This job description is an outline of the main duties of your post. You will be expected to undertake other work consistent with your role.
- 6.6 Successful applicants will be required to complete an enhanced DBS (disclosure) application form.
- 6.7 Travel as required in connection with this post. We are positive about cycling and more sustainable modes of transport.