

Job Description

Job Title: Chief Executive

Reports to: Board of Directors

Salary: £30,000 – 32,000 (depending on experience)

Organisational Purpose:

Healthwatch Bedford Borough is the local consumer champion promoting choice and influencing the provision of high quality health, social care and wellbeing services for all across the Borough.

Job Purpose:

To work with the Board of Directors on the strategic development of Healthwatch Bedford Borough and support the Board members in meeting their responsibilities as company directors

To manage and develop the activities and resources of Healthwatch Bedford Borough and ensure the delivery of its statutory obligations, strategic outcomes and operational objectives, including meeting all contract requirements.

To take a leading role within the health and social care economy of Bedford Borough: to act as lead contact for strategic partnerships and to liaise, represent and advocate on issues affecting the provision of health and social care services in Bedford Borough.

Key areas and functions:

Governance:

Attending all board meetings and sub-committees, as required, and reporting on issues arising from or contributing to the outcomes and objectives set out in the Strategic Plan.

Ensuring Healthwatch Bedford Borough is compliant with all relevant legislation and providing information to the officers and members of the Board to enable them to meet their legal obligations. Ensuring that all company records, registers and minutes are kept in proper order and that annual reports, accounts and other relevant documents are completed and submitted to Companies House and the CIC regulator.

Arranging Board and other meetings such as the AGM, as required, ensuring compliance with the company's Memorandum and Articles of Association and the contract with Bedford Borough Council.

Preparing in conjunction with the Board of Directors and where relevant the Auditor, the annual report and accounts, ensuring compliance with

Healthwatch England, Companies House and the CIC regulator's requirements.

Ensuring that Healthwatch Bedford Borough is compliant with the contract with Bedford Borough Council and liaising with the Borough commissioners accordingly.

Strategic Management:

Together with the Board, leading the strategic development of Healthwatch Bedford Borough, by ensuring a positive and proactive profile for the organisation and positioning it in the local and national health and social care economy.

Leading the formulation, consultation and development of the Healthwatch Bedford Borough Strategic Plan, including the development of strategies to meet gaps in service provision.

Overseeing the monitoring, assessment, reporting and communication of evidence based data on the provision of local health and social care services and the impact of people's experiences within the health and social care economy of Bedford Borough.

Acting as lead contact, developing and maintaining relationships with local partnerships, statutory agencies, health and social care providers, voluntary and community sector organisations and others engaged in the health and social care economy.

Providing a credible voice for, and facilitating the widest possible involvement of, Healthwatch Bedford Borough at committees, forums and partnerships; in local overview and scrutiny arrangements (when required by the Board); in consultation processes and other community engagement activity.

Advocating on behalf of Healthwatch Bedford Borough and representing the interests of residents, carers and those in receipt of care in Bedford Borough.

Influencing the planning, commissioning and provision of local health and social care services, underpinned by clear evidence and insight from the views and experiences of service users and stakeholders.

Overseeing the briefing of Healthwatch volunteers and supporting volunteer involvement/representation on local partnerships and committees.

Working with partner organisations to support and promote the importance of voluntary organisations and voluntary groups in the health and wellbeing of local communities.

Advising health and social care commissioners of consumers' views and experiences of the commissioning and provision of local services, including any identified gaps in provision, based on rigorous research.

Recommending investigations or special reviews of services to Healthwatch England or directly to the Care Quality Commission.

Operational Management:

Developing the services of Healthwatch Bedford Borough to meet its statutory requirements and the needs of local communities and consumers in Bedford Borough.

Developing, implementing and overseeing organisational and human resources policies and procedures, ensuring compliance by all staff, volunteers and directors.

Assuming overall management responsibility for all core and project activities of the organisation ensuring staff work programmes prepared, implemented and supported.

Ensuring the activities of Healthwatch Bedford Borough are recorded, monitored, evaluated, reported on and submitted (in any required format) to commissioners/funders and others in order to inform them of the effectiveness of the work and meet any statutory reporting requirements.

Negotiating and managing service level agreements and other contracts as appropriate.

Leading the implementation of quality standards (including those set by Healthwatch England) and maintaining quality assurance processes within Healthwatch Bedford Borough.

Devising and overseeing a marketing strategy for Healthwatch Bedford Borough.

Overseeing the correct use of the IT system and software, amongst other things for recording consumer data and evidence base. Making recommendations to the board for any appropriate changes that might improve efficiency and effectiveness.

Resource Management:

Preparing, implementing and monitoring, in conjunction with the board, the annual budget and financial control procedures. This will include oversight of bookkeeping and accounting for the organisation and providing the Board with financial assurance through financial reports at each board meeting.

Developing and implementing, in conjunction with the board, a financial strategy for ensuring the long term financial sustainability of Healthwatch Bedford Borough, including the development and submission of funding applications and tenders.

Overseeing the recruitment, appointment, induction and supervision of all staff and volunteers.

Providing support and supervision for staff and volunteers, including team meetings, one to ones, performance management, training and professional development opportunities.

Ensuring that Healthwatch Bedford Borough fulfils its obligations under Health and Safety legislation and that health and safety issues, including regular risk assessments, are dealt with in accordance with the Health and Safety Policy.

Liaising with professional service providers and other relevant bodies.

General:

Supporting the development of Healthwatch Bedford Borough as an organisation that is fully committed to equality and diversity and to addressing health inequalities.

Promoting the importance of, and implementing arrangements for, safeguarding the welfare of children, young people and vulnerable adults throughout the organisation. Reporting any concerns relating to the safeguarding of children, young people and vulnerable adults.

Supporting the development of Healthwatch Bedford Borough as an organisation that is fully committed to sustainable development and assessing the environmental impact of its work.

Overseeing and ensuring the compliance of Healthwatch Bedford Borough with data protection and freedom of information legislation.

Continuously improving own practice and professional development through being informed about key issues, reading, networking, training and examining the policy and practice of health and social care initiatives in Bedford Borough and elsewhere.

Undertaking other tasks and responsibilities appropriate to the role and/or that enable the organisation to deliver more flexible services.

Note: It is the board's intention that this job description is seen as a guide to the key areas and essential duties for which the chief executive is accountable. The chief executive's obligations, however, are bound to vary and develop. The job description should therefore be seen as a guide and not as a permanent, definitive and exhaustive statement.

Person Specification

Post: Chief Executive Officer

SKILLS	Essential / Desirable
Excellent interpersonal, group work, networking and partnership working skills	E
Excellent enabling and empowering skills; including ability to help people learn, develop new ways of working, inspire and motivate others, and deal with conflict	E
Excellent verbal and written communication skills, including ability to make presentations	E
Effective financial management skills	E
Good word processing, social media and ICT skills (including Microsoft Word, Excel and Outlook)	E
KNOWLEDGE AND UNDERSTANDING OF	
The health and social care economy, including its infrastructure, key policy issues, commissioning priorities and statutory responsibilities (including those of Healthwatch)	E
Campaigning, community engagement, outreach and representing the views of others	E
Local safeguarding policies and procedures relating to adults, young people and children	E
Considerable knowledge and experience of analysing and reporting on complex strategic and financial information	E
Company law, charity law and public law	D
The voluntary and community sector and its relationships with statutory organisations	D
EXPERIENCE OF	
Professionally leading and running an effective organisation, including strategic planning, governance (including working with Board directors) and service delivery	E
Working on own initiative, organising own and others' workload and managing time	E
At least five years' experience in a health and/or social care setting	E
Managing and developing relationships with staff, volunteers and providers/partners	E
Working flexibly and contributing positively as part of a team	E
Working effectively with committees, forums and other decision-making bodies	E
Influencing the planning, commissioning & provision of health & social care services	E
Partnership working in and with a range of voluntary, community and public sector organisations (including local authorities and NHS)	E
Representing the views of others and influencing the planning, commissioning and provision of services, including health and social care	E
Providing effective financial management of an organisation	E
Income generation and managing contracts through public sector commissioning	E
Project management and development involving several stakeholders	D
Working or volunteering in a voluntary organisation or community group	D
OTHER ATTRIBUTES	

Educational attainment to degree level or equivalent experience	E
Professional or other qualifications relevant to the role	D
A commitment to developing an organisation that is passionate about promoting better health and social care outcomes for all	E
Commitment to address and implement equality, diversity and inclusion issues and practice	E
Commitment to the aims and values of Healthwatch Bedford Borough	E
Access to own vehicle and an ability to travel throughout Bedford Borough	E