

JOB DESCRIPTION

Job title:	Director of Partnerships, Research, and Influence
Reports to:	Chief Executive
Accountable to:	Chief Executive
Location:	East Dorset with home working
Contract:	Permanent
Salary:	Grade F Point 58 £58,634 per annum for working full time 37 hours per week
Hours:	Full Time 37 hours per week

Help & Care's values are:



Social justice sits at the heart of all our work, and we will use it to challenge, advocate and influence policies and practices



Innovative approaches to our work means we break new ground, delivering enterprising solutions, always with social, financial, and environmental impact at the forefront



Personal – we believe that every individual deserves to be treated with respect and compassion with their own personal needs at the centre and supported with tenacity and creativity



Working in **collaboration** with other organisations, including the public, private and voluntary sectors, enhances our work at all levels

Context

Help and Care has a vision of People and Communities living the lives they choose. Everything we do is because someone, some people, somewhere, wanted something different and better out of life and we were determined to support them to make it happen.

Social justice sits at the heart of all our work and at all levels, and we will use it to challenge, advocate and influence policies and practices.

Innovative approaches to our work mean breaking new ground, delivering enterprising solutions and always with social, financial, and environmental impact at the forefront.

We believe that every individual deserves to be treated with their own personal needs in mind and supported with tenacity, and compassion.

Working in collaboration with other organisations, including public, private, and voluntary sector, increases and enhances our work at all levels.

The Director of Partnerships, Research and Influence is a key member of the Leadership Team with joint corporate responsibility for the leadership and management of Help and Care.

Summary of Key Accountabilities

Corporate Accountabilities

1. To work with and support the Chief Executive as a key member of the Leadership Team to drive the strategic direction of the organisation.
2. To make a positive and creative contribution to the development of the corporate strategy and policy formulation at Board and Leadership Team level.
3. To promote the values of social justice, innovative, personal and collaboration of Help and Care
4. To actively develop and promote a positive organisational culture based on the values of the organisation.
5. To actively inform and shape business development and influencing activities
6. The Director of Partnerships, Research and Influence will be responsible for the successful strategic, operational and day to day delivery of relationships, collaboration and multi-agency working with key partners.

Responsibilities include:

Healthwatch

Involving People/Wessex Voices

Research and relationships with academic institutions

Horizon scanning and emerging policy

Service user feedback and engagement development

Embedding Asset Based Community Development approaches throughout our work

Specific Accountabilities of the Role

1. To provide clear, determined leadership to ensure delivery of Help and Care's Business Plan, Budget, and wider corporate objectives.
2. To take overall accountability for the service delivery and outcomes, ensuring they are aligned with strategic goals and objectives, for the areas of responsibility.
3. To be responsible for the annual setting, monitoring, and achievement of the Partnership Services budget, and oversee, via delegated budget holders, budgets for each of the core areas within the function.
4. To maximise profitability and cash generation through enhancing sales and margins and controlling all costs effectively.
5. To lead staff in best practice in financial management and to ensure that financial systems are adhered to at all times.
6. To ensure that Help and Care's services are performance managed in a systematic and enabling way within the culture and ethos of the organisation, ensuring that we can effectively measure our performance and impact.
7. To report performance and associated issues accurately and in timely manner to the Board and the Leadership Team, ensuring that they are provided with the appropriate information with which to carry out their governance responsibilities.
8. To provide strategic development of a range of services to meet the challenges of the changing health and social care market.
9. To develop, design and implement new strategic initiatives which will contribute to the Help and Care vision.
10. To provide strong, empowering leadership for the wider service delivery team, effectively line managing all direct reports, supporting, and developing them to achieve their agreed objectives and required outcomes.
11. To model appropriate leadership styles, coaching managers as required.
12. To develop and maintain strong partnership and supply chain relationships with other organisations both at corporate level and within local communities.
13. To build strong and purposeful relationships with the research community including national bodies such as NIHR as well as local Universities.
14. To oversee research projects and ensuring benefit realisation from participation.
15. To ensure effective mechanisms for gathering and analysing customer feedback and wider market intelligence across the areas and sectors in which we operate.
16. To collaborate with teams and managers from across the organisation to gather and interpret feedback from service users, clients, partners, and other stakeholders and use this to generate positive change – either through influencing or through service development.
17. To deliver Help & Care's service user/client feedback approach and develop further engagement with those we work with to identify opportunities for service improvement and diversification.

18. To maintain up to date knowledge on policy changes in health and social care, both nationally and locally, and to advise on how this might impact on our current and potential services.
19. To build strong relationships of influence with key stakeholders across Help & Care's area of operation.
20. To embed an Asset Based Community Development approach in our service offers.
21. To ensure the development of comprehensive marketing plans and marketing communication plans for each of the function's services in conjunction with the lead on Communications and Marketing
22. To manage systems ensuring that we proactively address risks around safeguarding/safety of customers, fraud/financial malpractice, and contract compliance.
23. To ensure that staff are clear on their obligations to report any concerns and report regularly to Chief Executive and the Director of Finance and Corporate Services on risks and controls in place.
24. To ensure that staff have access to appropriate learning and development which ensures that they are well equipped to deliver business requirements.
25. To ensure effective day to day management of project management, quality systems and appropriate accreditation for all services.
26. To ensure that our service delivery reflects the diversity of the customer groups and communities that we support.

Conditions:

Carry out other such duties as may be required by the Chief Executive, Leadership Team and Trustee Management Board which are consistent with the duties and responsibilities of the post.

There will be an assessment of competence to practice during induction and 6-month probation period.

The nature of the job will require travel in the Postholders own car for which expenses will be paid as set by the Trustee Management Board.

The working week will be 37 hours during standard office hours. Due to the nature of this post, you will be asked to opt out of the 48-hour limit imposed by the Working Time Regulations. The nature of the work will also necessitate occasional evening/weekend work to attend meetings etc. for which time off in lieu will be granted.

The other conditions of service and other current procedural agreements will be enclosed with the post-holders Contract of Employment.

The post holder will be required to have broadband to be able to work from home.

Person Specification

Qualifications

Qualified to degree level or recognised equivalent or relevant work experience.

Knowledge

Understanding of the principles of change management

Thorough understanding of Social Enterprise and business models

Knowledge of health and social care legislation, safeguarding and trends

Is computer literate and able to use Excel, Word , Email and MS365 suite

Knowledge of and can demonstrate good report writing skills

Experience

Proven ability to lead a high performing team

Proven ability to manage and influence stakeholders at all levels.

Proven experience of contribution in a Senior Strategic Management position in a private, public or third sector organisation ; taking lead area of responsibility and providing external leadership.

Experience of developing and meeting key targets in planning and performance management

Experience of leading and line managing staff, enhancing their performance and effective performance management

Experience and ability to demonstrate accountability and responsibility at senior strategic level

Experience and ability to promote the brand and corporate identity

Experience and ability to motivate and inspire staff across the business, building engagement with colleagues in the wider organisation.

Skills & Abilities

Strong analytical skills

Ability to manage budgets

Excellent communication skills with internal and external audiences.

Excellent influencing, persuasive and facilitation skills

Ability to translate strategy into delivery plans.

Intellectual flexibility to move easily between significant detail and the wider picture.

Negotiation skills with ability to apply different techniques to varying situations

Ability to promote collaborative working by build relationships with colleagues – ability to manage the business not just the department

Proactive and innovative approach to problem solving

Self-confident, excellent interpersonal and communication skills and strong people management skills to encourage organisation wide successful team working - at all levels both internally and externally

Ability to interpret the wider operating environment and political/economic conditions and to enable the organisation to develop appropriate responses to these

Ability to identify the challenges and key opportunities for future stability and growth

Demonstrates Integrity - able to win respect of colleagues and to ensure that the highest standards of probity are maintained

Leadership & Personal Qualities

Leading the organisation

Demonstrable ability to translate strategic perspective to employees at all levels within the organisation and to external stakeholders

Proven ability to effectively analyse complex issues to identify core issues.

Proven ability to promptly assess situations, identify risks and make appropriate decisions.

Demonstrable ability to effectively manage change and support those who are resistant to change to help them overcome their resistance.

Demonstrable willingness to embrace new technologies and business development.

Demonstrate ability as a team player, to collaborate effectively in decision making and implementation and add value to the corporate management of the organisation

Demonstrate ability to embed culture

Leading others:

Demonstrable ability to motivate and develop others.

Ability to always act decisively and with fairness.

Work collaboratively, involving others and enabling them to have voice that is heard.

Demonstrate ability to build effective working relationships with others, both internal and external to the organisation.

Demonstrate strong emotional intelligence – can develop high levels of engagement with teams and inspire people with their vision of the future

Demonstrate a genuine interest in others and show that they are valued for the work they do.

Demonstrate commitment to Social Justice, Innovation, Personal & Collaboration

Ability to use effective management techniques, including mentoring, coaching and providing effective feedback.

Leading yourself:

Demonstrate ability to take the initiative, capitalising on opportunities.

Ability to remain calm and composed in challenging situations.

Demonstrate self-awareness. Lead by example by having a good work – life balance.