

Chief Executive Recruitment pack

July 2024



1. Introduction from our Chair



It's an exciting time to be joining our team. Set up in 2013 Healthwatch Islington has gone from strength to strength, winning local and national awards for the work we deliver. We've developed impactful partnerships with voluntary and statutory sector colleagues and influenced health and social care including improved

outdoor spaces in care homes, raising the profile of communication needs including interpreting, simplified contacting social workers, supported hundreds of residents to get digital skills and access to reliable online health care information, helped increase uptake of cancer screening services, and improved the way that health checks are delivered to patients with long-term conditions. You can see more about our latest achievements in our Annual Report:

<https://www.healthwatchislington.co.uk/report/2024-07-10/our-annual-report-2023-2024>

In September 2024 we'll be moving to new offices in Angel Islington (Claremont, White Lion Street) which will give us more space and will allow new partnerships to flourish. We've just completed a governance review of all our policies and procedures, a Board review and are implementing changes based on staff survey feedback.

You'll be managing a high-performing, highly-skilled and effective team. Their expertise is recognised and respected by local and regional partners.

You'll bring experience of managing teams to perform at their best, understand the health and care landscape and the levers of influence. You might not have charity Chief Executive experience, but you'll have experience of reporting to Boards, managing people, projects and budgets.

You'll be skilled at developing and maintaining partnerships and have experience of working with volunteers. You'll have a passion for person-centred support and inclusion for the people of Islington, and you'll be able to influence local providers and commissioners with residents at the heart of these negotiations.

Thank you for your interest in Healthwatch Islington.

Ralph Hughes, Chair

2. The role

Chief Executive

Responsible to: Board of Trustees

Direct reports: Partnerships and Engagement Manager, Communications and Impact Manager, Administrator, Carers Best Practice Coordinator (temporary post)

Terms and conditions: £52,000-58,000/year (35 hours/week) with 25 days annual leave and 5% pension contribution.

Duties and Responsibilities

Strategy

- Work with the Board to develop, implement and monitor progress against Healthwatch Islington's mission and strategic plan.
- Lead and oversee the implementation of the long and short-term project plans.
- Ensure that Healthwatch Islington monitors progress against its annual plans and targets using the Healthwatch England Quality Framework and relevant reporting frameworks from funders.
- Lead the development of strategic relationships with stakeholders across a range of statutory and voluntary organisations.

Sustainability and growth

- Actively develop diverse sources of funding and income generation, identifying and developing new opportunities for Healthwatch Islington.
- Ensure that the organisation has the infrastructure needed to support and develop staff and volunteers.

Championing the views of residents

- Attend external meetings with Local Authority and Health and Social Care Provider partners to present findings of the work of Healthwatch Islington and champion the needs and experiences of Islington residents.
- Work collaboratively with decision makers in health and care services to influence equitable policy and service delivery, balancing the role of critical friend so that statutory partners trust us enough to engage us at all levels, but recognise and respect our evidence and act upon it.

- Oversee an inclusive programme of research, insight gathering and engagement initiatives to advocate for the health and social care of our diverse population in Islington.
- Oversee the dissemination of research findings and the impact of projects.

Finance

- Monitor budgets across the organisation, ensuring that they are used effectively and value for money is consistently secured.
- Undertake annual reviews of internal financial control procedures in line with Charity Commission requirements to ensure sound business practice.
- Liaise with our accountant to produce quarterly financial statements and liaise with the Treasurer to review this for presentation to the Board.
- Currently our CEO also does our book-keeping, using Xero software, and liaises with payroll and our pensions provider each month ensuring that all payments are made in a timely way and invoices raised and chased. We're reviewing whether this would best sit with another colleague.

Governance and Compliance

- Ensure that the timely compliance of all legal and regulatory requirements and in particular that the organisation fulfils the statutory functions of a local Healthwatch.
- Ensure compliance with all relevant financial, HR and legal requirements, data protection, and the Charity Commission regulations.
- You will be the organisation's Safeguarding Lead, Health and Safety Lead and the lead contact for liaising with our external Data Protection Officer
- Monitor the performance of the organisation, ensuring transparent and timely reporting of progress against plans, key changes, developments, governance, and risk.
- Service bi-monthly trustee Board meetings, AGM and away day providing relevant reports and information to enable Board members to fulfil their responsibilities.

Leadership and management

- Provide leadership to all staff including annual appraisals and adherence to HR procedures and agreed policies ensuring that staff feel supported and valued.
- Oversee the day-to-day delivery of high quality Healthwatch services.
- Develop and implement operational plans and ensure that staff, trustee and volunteer training is up-to-date and matches the needs of the organisation.
- Consistently promote the ethos and values of the organisation.

- Actively promote equality and diversity at all levels of organisational activity.

Person Specification

The person specification is a picture of the skills, knowledge and experience required to carry out the job. It has been used to draw up the advert for the job and will be used in the shortlisting and interview process for this post. You should demonstrate on your application form how you meet the following criteria.

Person Specification

Essential

- Experienced at developing strategic partnerships and using evidence to influence decision-makers
- Experience of leading teams (of staff and volunteers) to perform at their best individually and as a team
- Experience of developing strategy through consultation with teams and partners and successful implementation.
- Outstanding communication, interpersonal and networking skills.
- Strong financial skills with the ability to understand, produce and monitor budgets
- Experience of bid writing and income generation.
- A high level of understanding and commitment to equality, diversity, and inclusion.
- Experience of developing and maintaining, strong, mutually beneficial partnership working.
- Experience of working with Boards and an understanding of the legal requirements of charitable companies

Desirable

- Experience of working in a health, social care or advocacy organisation (including, for example, the Healthwatch network).
- Strong understanding of co-production and it's importance in health and social care design

- A connection to the London Borough of Islington e.g. you may have lived or worked here, or at least evidence that you have developed an understanding of inner-city environments
- An understanding of the health and social care policy landscape.
- Experience of working with volunteers.
- Understanding of the benefits and importance of collaborative working.

ADDITIONAL:

- At all times carrying out responsibilities/duties within the framework of Healthwatch Islington's policies and procedures.
- Ensure that duties are undertaken with due regard and compliance with relevant legislation, in particular Data Protection, Health and Safety and Equality legislation.
- To carry out additional tasks that may be required from time to time to achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed with the line manager.
- To undertake relevant training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
- The post holder is expected to be committed to Healthwatch Islington's core values and to demonstrate this commitment in the way they carry out their duties.

The post-holder will spend most of their time in our offices and local venues, but some home working will be possible.

4. The recruitment process

Interested parties will need to complete an application form outlining their experience and skills related to those outlined in this pack. CVs will not be accepted for this post.

Applicants should send a completed application to megan@healthwatchislington.co.uk by 9:00 on Friday 9th August 2024.

Please send your completed Equality Monitoring Form separately to info@healthwatchislington.co.uk. This will be treated as confidential. It will not be used in shortlisting but will help us analyse our processes.

First round interviews will take place during the final week of August/ first week of September on-line. Second round interviews will be in person the

following week. Decisions will be made the following week and all interviewed candidates will be notified.

Safe Recruitment: This role falls under the remit of one for which Healthwatch Islington will undertake a DBS (police) check upon making an offer.

Access Requirements for the interview: If you have a disability or health condition that means you need us to make any adjustments to the interview process, please let us know and we will do our best to accommodate these. This will not affect your application.

You can call our current CEO Emma Whitby on 07984 445 668 to find out more about the role.