

Job title: **CHIEF EXECUTIVE**

Salary: £57,000 – £61,550

Contract & hours: Full time 36.5 hours, Permanent

JOB DESCRIPTION

Main role

The Chief Executive works with the Chair and Board to ensure that Healthwatch Hertfordshire discharges its functions, duties and contractual commitments as Hertfordshire's independent health and care champion, putting people and equity at the heart of everything we do. They also ensure we operate in line with our charity/company governance requirements.

They provide effective, empowering, inclusive and supportive organisational leadership - based on delivery of outcomes - in line with the management approach in our [values and behaviours policy](#) and in the context of a dispersed team, using hybrid ways of working. They lead and oversee horizon-scanning and strategy development, programme management, evaluation and reporting.

The Chief Executive represents Healthwatch Hertfordshire as an effective ambassador and communicator, building and strengthening our trusted brand and our stakeholder relationships across Hertfordshire's public and voluntary sectors so we make the most impact.

They ensure our effective resource management, revenue generation, contract delivery, performance management, priority setting and management. This includes seeking out and assessing opportunities to increase our impact and reach through delivery of additional funded projects and programmes, commissioned outside our core contract, while maintaining our independence of voice and organisational integrity.

Above all, the Chief Executive is an internal and external role model for Healthwatch Hertfordshire's values.

Position

Based at home (and your travel expenses should normally be claimed from home). This is based on your home being in Hertfordshire or neighbouring areas.

If your home is at a greater distance from the county of Hertfordshire arrangements will be made with your line manager.

The Chief Executive reports to the Chair of the Healthwatch Hertfordshire Board.

This post is subject to a six-month probationary period.

DUTIES AND RESPONSIBILITIES

This job description is intended to indicate the main duties and responsibilities. The post holder will need to be flexible in developing the role in conjunction with the Chair and Board of Healthwatch Hertfordshire. The post holder may be asked to carry out any other duties not covered here but in line with the level of work, and capabilities required.

1. Ensure that Healthwatch Hertfordshire discharges its functions, duties and contractual commitments as Hertfordshire's independent health and care champion.
2. Ensure compliance with charity/company governance requirements, good practice and relevant guidance, along with Board decisions and the scheme of delegation.
3. Provide effective, empowering, inclusive and supportive organisational leadership - based on delivery of outcomes - in line with the management approach in our [values and behaviours policy](#).
4. Lead and Chair the Executive Leadership Team.
5. Line management responsibilities for the Deputy Chief Executives and the Senior Research Manager.
6. Work closely with the Chair and Treasurer and support the Board to make effective decisions on strategy development, risk management, programme management, evaluation and reporting taking account of national and local trends and opportunities.
7. Represent Healthwatch Hertfordshire as an effective ambassador and communicator, building and strengthening our trusted brand and our stakeholder relationships across Hertfordshire's public and voluntary, community, faith and social enterprise sectors to maximise our reach and impact.

8. Ensure an appropriate balance between challenge and support, confidentiality and transparency in our dealings with health and social care commissioners and providers and other statutory partners.
9. Ensure effective and astute resource management, revenue generation, contract delivery, priority setting and management.
10. Chair/lead external programmes (e.g. co-production boards), building collaboration and ensuring delivery of shared priorities while maintaining our independence.
11. Develop effective relationships with Healthwatch England and with local Healthwatch in the Eastern region and across the national network.
12. Performs other related duties as required by the Board.

The post holder will be expected to comply with all Healthwatch Hertfordshire's policies and procedures. The post holder will be expected to undertake appropriate learning and development.

PERSON SPECIFICATION

Essential

- Evidence of commitment to our values (Compassion and equality - Influential - Credible - Independent - Supportive) and to people's voices being heard in service design and delivery. (A, I, E)
- Ability to deliver effective, empowering, inclusive and supportive organisational leadership, based on delivery of outcomes. (A, I)
- Skilled and able to serve as an effective, credible and evidence-based external ambassador and communicator. (E, I)
- Experience of stakeholder relationship development and management across sectors (including the ability to balance challenge and support for statutory partners). (A, I)
- Evidence of strong business sense in relation to organisational budgets and financial performance as well as revenue generation. (A, I)
- Ability to chair/lead external programmes (e.g. co-production boards), building collaboration and ensuring delivery of shared priorities while maintaining our independence. (A, I)
- Ability to ensure we operate in line with our charity/company duties and deliver within our statutory Healthwatch remit. (I)
- Ability to manage board/officer relations, i.e. team is focused on delivery, and board focus is strategic not operational. (I)
- Ability to manage senior and specialist staff. (I)
- Demonstrably agile and creative in relation to ways of working. (A, I)

- Good understanding of health and social care issues, and how national policy and local system dynamics affect public sector decision-making including within democratic frameworks. (A, I)
- Experience of horizon-scanning and strategy development. (I)
- Experience of programme management, evaluation and reporting. (A)
- Understanding/experience of resource management, contract delivery, priority setting and management. (A, I)
- Able to demonstrate the following personal characteristics: ethical, positive thinking, solution focused, diplomatically assertive, patient/service user/community focused, decisive (including about saying no), clear about priorities and culturally aware. (I, E)
- Understanding of issues of confidentiality and data protection (I)
- Commitment to personal development and training (I)
- Willingness to undertake occasional out of hours evening/weekend work (I)

Desirable

- An understanding of the role and functions of local Healthwatch organisations.
- Experience or understanding of effective research, engagement and co-production techniques and the application of the intelligence they generate.
- Experience/understanding of issues affecting the voluntary and community sector.

Key:

A – Assessed through the application form

I – Assessed at interview

E – Assessed via an exercise.