Public Voice

JOB ROLE DESCRIPTION

Role Title: Research & Engagement Manager	**Location:** Tottenham Town Hall, N15 4RX
Reports to: Public Voice Director **Contract:** 31st July 2020 (possible extension)	**Salary:** £35k / annum (+3% pension contribution)

Context:

Public Voice is a social enterprise which has a mission to improve services through user engagement. We have delivered the statutory Healthwatch programme in Haringey since April 2013 and since then have grown significantly to reach a turnover of c. £1m in 2019/20 through winning a number of contracts primarily in health and social care in Haringey and other London boroughs. You can find out more about us on www.publicvoice.london and www.healthwatchharingey.org.uk

Core Purpose of Role:

To lead on the development, implementation and operation of research projects and community engagement plans for Healthwatch and other Public Voice projects as required. To be the principal advisor to the Director on research methodologies and engagement techniques and processes. Establish mechanisms through which the views of local residents and service users can be captured, collated and analysed. Manage the Engagement Officer and Volunteer Co-ordinator and develop a programme of work for the volunteers to support all Public Voice projects. Report to the Public Voice Board as required and be an active member of the Management Team.

JOB DESCRIPTION

1. Develop and support the implementation of community engagement plans for all Public Voice projects in partnership with other managers.

2. Ensure that the engagement plans take account of the diversity of Haringey's population and, where appropriate, the borough's Joint Strategic Needs Assessment.

3. To deliver specific projects as they arise and manage the project team/s to meet the specified targets.

4. Manage the Volunteer Co-ordinator; contribute to the recruitment and training of volunteers and ensure that targets are met and relevant quality standards, policies and procedures are adhered too.

5. Supervise the Engagement Officer, approve three-month work programmes and agree priorities; supporting the engagement work as necessary.

6. Meet regularly with service user groups and other local organisations to identify issues of concern to them and highlight these in reports and other media.

7. Organise and deliver a range of consultation exercises including events, workshops, focus groups and appropriate forms of deliberative engagement.

8. To signpost residents to other services and agencies as required.

9. To input information into and generate reports from the CRM database as required.

10. To advise and support other managers delivering projects for Public Voice.

11. Build excellent collaborative working relationships with statutory and other key agencies in Haringey.

12. To represent Public Voice at meetings, particularly those involving service user representatives.

13. Undertake any other reasonable duties as required.

Values and Behaviours

1. Support the values and aims of Public Voice.

2. Work flexibly and collaboratively.

3. Promote equality and value diversity.

4. Work in a transparent and open manner.

5. Seek supervision and management support when needed.

6. Can be proactive and self-motivated.

7. Is a team player.

PERSON SPECIFICATION			
Qualifications	E	D	Assessment
Degree or equivalent in related subject	*		A
Experience			
Minimum of three years community engagement	*		A
Track record of developing and implementing successful community engagement plans	*		A/I
Evidence of employing effective and creative methods and approaches to engage and involve diverse groups and	*		A/I

communities that are traditionally hard to reach			
Managing a team of volunteers		*	A/I
Working in inner city diverse communities	*		A/I
Programme and project management	*		A/I
Undertaken significant qualitative and quantitative research projects	*		A/I
Knowledge			
Knowledge of engagement methods including deliberative engagement and co-design	*		A/I
Understanding the principles of effective programme and project management	*		A/I
Knowledge of health and Social care policies and issues		*	A/I
Understanding the organisational infrastructure for delivering health and social care services		*	A/I
Understanding of diversity and implications for engagement	*		A/I
The value of databases for managing information		*	A/I
Understanding relevant social research methodologies	*		A/I
Skills			
Good IT skills including databases	*		A/I
Excellent verbal and written skills, including speaking in public and report writing	*		I
Managing through influence and persuasion	*		A/I
Ability to both work on own initiative and as a team member	*		I
Other			
To work evenings and occasional weekends	*		I