

Job Title:	Head of Partnerships & Engagement
Reports to (job title):	Regional Director
Line Manager to:	Deputy Head of Partnerships & Engagement

## Job purpose

- The Head of Partnerships will lead strategic partnership efforts across the Bath and North East Somerset, Swindon, and Wiltshire localities. You will lead the development, implementation and monitoring of our partnership and engagement strategy based on insight, population health intelligence, and best practice to shape and improve patient outcomes.
- The role will have the opportunity to make a lasting impact on healthcare delivery in our community by fostering strategic partnerships to prioritise quality care, and reduce health inequalities by improving patient outcomes, patient/service user access.

## Strategic Partnership Development

- Develop and implement a partnership strategy to establish, grow, and maintain relationships with partnership organisations, particularly across the voluntary sector.
- Identify potential partnership opportunities to build community capacity, and evaluate their alignment with organisational objectives.
- Foster collaboration among partners to improve patient outcomes, enhance access to services, optimise resources, and deliver the BSW transformation plan.

## Stakeholder Management

- Facilitate regular meetings, joint planning sessions, and update briefings for internal and external stakeholders.
- Address and resolve partnership-related issues, acting as an advocate for both organisational and partner needs.

## Contract Negotiation and Compliance

- Collaborate with the Contracts and Performance Manager and legal and compliance teams to negotiate partnership agreements, ensuring that all contracts align with organisational policies and regulatory requirements.
- Work with the Deputy Head of Partnerships and Engagement and the Contracts and Performance Manager to support the development of specifications, amendments, monitoring and compliance to ensure that service provision is responsive to need.

## System and service user engagement

- Take overall responsibility for system and service user engagement activity, developing and using metrics to assess the impact of activity on outcomes and financial performance
- Develop and deliver a system engagement strategy, engaging (at various levels) partners in the development and delivery of the transformation plan and the ICB's vision for ICBC
- Collaborate with communications and marketing, operational and transformation teams to identify service user engagement opportunities and requirements and implement appropriate strategies to deliver outcome-focused engagement
- Collaborate with and encourage transformation and service teams to undertake proactive, outcome-focused engagement programmes
- Deliver on contractual reporting requirements for system and service user engagement

## Performance Monitoring and Analytics

- Through outcome-based commissioning, develop metrics to assess the impact of partnership initiatives on patient care, financial outcomes, and operational efficiency.
- Regularly monitor and report on partnership performance, identifying areas for improvement and providing actionable insights for ongoing optimisation.
- Develop the partnership strategy and monitor impact based on insight, population health intelligence, and best practice to shape and improve patient outcomes.

## Team Leadership

- To line manage the Deputy Head of Partnerships and Engagement to deliver a high-quality, flexible, and responsive service to internal and external customers.

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

Too many organisations values are just words that don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers, and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values that help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

## Proposed job plan

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## Outline of Provisional Job Schedule:

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We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none"><li>• Inspire</li><li>• Understand</li><li>• Communicate</li></ul>	<ul style="list-style-type: none"><li>• Challenge</li><li>• Improve</li><li>• Learn</li></ul>	<ul style="list-style-type: none"><li>• Accountability</li><li>• Involve</li><li>• Resilience</li></ul>

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation.

This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

### **Nursing or registered healthcare professionals**

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

### **Skilled non-registered staff**

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

# Job Description

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

## Personal Specification

### Essential

- The ability to develop a high-level vision and long-term strategic plan for partnerships.
- Experience of working within the healthcare and voluntary sector.
- Exceptional interpersonal skills to establish trust and rapport with partner organisation.
- Proven ability to navigate complex issues, mediate conflicts, and drive resolutions that meet the needs of all parties.
- A strategic mindset with the ability to translate healthcare trends into actionable business/operational strategies.
- Strong communication and stakeholder management skills.
- Public speaking experience, including delivering presentations to healthcare professionals and external stakeholders.
- Knowledge and experience of the use of population health matrices to support service developments to target health inequalities.

### Desirable

- Knowledge and experience of outcome based commissioning and performance management

Employee signature

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Manager signature

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