

Job Title:	Deputy Head of Partnerships & Engagement
Reports to (job title):	Head of Partnerships & Engagement

Job purpose

The Deputy Head of Partnerships and Engagement will work across the Bath and North East Somerset, Swindon, and Wiltshire localities working in partnership with other statutory, non-statutory and VCSFE organisations.

Up to £7m a year will be invested in partnerships with VCSFE providers to build community capacity to provide early help and support within communities from the end of 2027. This role will have the opportunity to foster partnerships, be responsive to population health needs using data-driven insights, support the development and implementation of a partnership strategy, and inform commissioning plans.

The role will have the opportunity to make a lasting impact that places local people at the heart of our healthcare model, prioritises quality care, improves patient outcomes, and patient/service user access to reduce health inequalities.

Partnership Development

- Working in partnership with other statutory, non-statutory and VSCFE organisations, to establish, maintain, and grow relationships that support the development and implementation of a partnership strategy.
- Provide opportunities across the localities to ensure high level of engagement that fosters collaboration among partner organisations to support the planning, development, and implementation of the partnership strategy, and deliver the BSW transformation plan.
- Develop and execute strategies to identify potential partnership opportunities to build community capacity, and to support the evaluation of their alignment with organisational objectives.

Stakeholder Management

- Serve as the primary point of contact for all partnership organisations, maintaining open lines of communication and ensuring alignment on strategic goals and initiatives.
- Work with the Head of Partnership and Engagement, to establish and maintain open lines of communication with stakeholders and ensure alignment on strategic goals and initiatives.
- Develop and maintain effective systems for stakeholder involvement including facilitating joint planning sessions, and 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 develop specifications and negotiate partnership agreements to ensure that all contracts align with the Partnership strategy, organisational policies, and regulatory requirements.
- Collaborate with the Contracts and Performance Manager to ensure that contract specifications are outcomes-based and are aligned with the Partnership Strategy.

System and service user engagement

- Facilitate system and service user engagement activities to inform the partnership strategy and delivery and effectiveness of the transformation plan.
- Engage partners and stakeholders at various levels in the development and delivery of the transformation plan and the ICB's vision for ICBC.
- Collaborate with service teams including clinical leads, transformation, estates, and contract planning to gather system and service user engagement activity to inform the delivery and impact of the transformation plan.
- Collaborate at varying levels to identify service user engagement opportunities and implement appropriate approaches and strategies that inform the work of the locality-based Community Engagement Workers (CEWs) to deliver outcome-focused engagement.
- Deliver contractual reporting requirements for system and service user engagement.
- To act as an SME including reducing health inequalities, addressing Health literacy, Population Health Management, and the use of risk stratification to collaborate with the transformation and service teams to undertake proactive, outcome-focused engagement programmes.

Performance Monitoring and Analytics

- Collaborate with transformation, and service teams to ensure that the partnership strategy and the transformation plan is based on insight through Population Health intelligence, and Joint Strategic Needs Assessments to shape and improve service delivery.
- Work with the Head of Partnerships and Contracts and Performance Manager to develop metrics to assess the impact of partnership initiatives on patient care, financial outcomes, operational efficiency and ensure that services are responsive to need.
- Regularly monitor and report on partnership performance, identifying areas for improvement and providing actionable insights for ongoing optimisation.

Team Leadership

- To deputise for the Head of Partnership and Engagement and to provide and contribute to formal reports and performance requirements as requested
- To collaborate across the organisation, with service leads, the transformation team, Communication and Marketing, and the Head of Contracts and Performance to provide to deliver the transformation plan and ICBC vision.
- To work closely with the BSW Marketing Manager to ensure that the locality Community Engagement Workers who will work with stakeholders and service user engagement inform the development and implementation of the Partnership Strategy.

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.

To many organisations values are just words which 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 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"> • Inspire • Understand • Communicate 	<ul style="list-style-type: none"> • Challenge • Improve • Learn 	<ul style="list-style-type: none"> • Accountability • Involve • Resilience

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.

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

- Experience of working within the healthcare and voluntary sector
- Excellent interpersonal skills to establish trust and rapport with partner organisation.
- Proven track record of ability to negotiate and persuade at all levels.
- Strong communication and stakeholder management skills.
- Knowledge and experience of the use of population health matrices to support service developments to target health inequalities.
- Experience of engaging and involving stakeholders
- Understanding of contracting and development of service specifications and performance

Desirable

- Evidence of post-graduate education and professional development
- Knowledge and experience of outcome based commissioning and performance management

Employee signature

Manager signature
