

POST TITLE: Partnerships and Innovation Manager

CONTRACT TYPE: Fixed-term

HOURS: Full-time

REPORTS TO: 19 Hills Directors

LOCATION: Ringland, east Newport

JOB SUMMARY

The 19 Hills Wellbeing Centre in Ringland, east Newport, will open in early 2025, hosted by Aneurin Bevan University Health Board. The centre will host a variety of NHS, council and third sector services, two independent GP practices and a co-located neighbourhood hub owned by Newport City Council, and will largely serve two electoral ward areas, Ringland and Alway.

19 Hills Community Interest Company (CIC) has been created to support the wellbeing centre, ensure it prioritises a social model of health and wellbeing with a focus on prevention, and also meaningful opportunities for the involvement of the local community. In addition, the CIC will bring investment for a range of community health projects alongside partnerships with businesses to create job opportunities, improve housing, improve energy security for local residents and tackle the wider determinants of health in the area.

To support this work we are looking for an ambitious, enthusiastic and passionate candidate to become our Partnerships and Innovation Manager. This person will be key to developing a partnership and investment portfolio that creates pathways to improve the health and wellbeing of local residents while securing sustainable income for the CIC. It is anticipated the role will involve line management responsibilities, including the supervision of a team of wellbeing link workers, and any subsequent roles as the CIC develops and expands.

The role will report to the CIC Directors and will be supported by an Advisory Board comprising representation from the NHS, academia, the private sector and other backgrounds.

KEY RESPONSIBILITIES

As Partnerships and Innovation Manager you will have the ability to work independently, problem solve, prioritise your own workload and cope with competing demands.

MANAGEMENT & LEADERSHIP

- Lead and manage a specific portfolio of programmes/workstreams/projects, through robust governance arrangements across services.
- Responsible for ensuring programme plans bring together all elements of design and delivery including overall service design, workforce, capacity and demand, system and process design, technology, capital and finance.
- Lead on specific partnership projects which can improve the health and wellbeing of communities in Alway and Ringland, including grant applications, project plans and methods for monitoring and evaluation.
- Develop and lead on a programme for community engagement for the CIC, ensuring equal and fair opportunities for residents and use information from this engagement to inform service and project delivery
- Ensure a strategy for community involvement in CIC service planning, delivery and evaluation, reviewing such processes regularly as appropriate
- Manage and escalate issues from services and residents to the CIC Directors, as required
- Ensure the CIC is cognisant of wider pieces of Welsh Government policy and legislation (existing and emerging) and how these impact the development and delivery of the programme.
- To demonstrate a high standard of professionalism, efficiency and effectiveness in the delivery of project and programme support
- To spread and facilitation of a culture of continuous improvement and professional excellence across the organisation.
- Demonstrate commitment to equality, diversity and wellbeing.
- Show a high degree of flexibility in leadership approaches depending on the project or stakeholders involved

COMMUNICATIONS AND RELATIONSHIPS

- Build effective, positive relationships internally, for example with local service staff, managers and directors, and externally with key partners, including those in the third sector, businesses and academia, to maintain the reputation of the CIC and a high level of professionalism throughout
- Negotiate with all relevant stakeholders, the scope, size, and timings of implementation projects, changes to models of care, and help coordinate the relevant project management and support required.
- Using and understanding complex information and multi-factorial strands of communication both inside and external to the organisation in order to

effectively deliver on assigned projects to agreed timelines and enable their effective monitoring and progress review.

- Manage, motivate, persuade, and influence multiple stakeholders to ensure the timely completion and adoption of service improvements and clinical pathways.
- Engage with clinicians and other staff groups in the wellbeing centre to promote a service model that focusses on a social model of health and prevention and prioritises community involvement.
- Capture and share learning both from the wellbeing centre to promote to regional and national partners and externally in order to contribute to future projects and programmes and the development of an evidence base of best practice within the organisation.
- Interpret and convey highly complex and potentially contentious information to a wide audience. This may be in the form of formal presentations, leading meetings or one-to-one discussions on a range of issues including briefing, negotiating and problem solving.
- Liaise where necessary with service users, relatives and members of the public in relation to complaints of feedback in regard to the CIC, ensuring when appropriate such individuals or groups are signposted to the a named contact in a service where the complaint or feedback is specific to that service.

ANALYTICAL AND JUDGEMENT SKILLS

- Exercise own judgment based on the interpretation of highly complex facts, figures and situations which require the analysis, interpretation and comparison of a range of options for the purpose of service planning and delivery. Create reports from internal sources, for example CIC reports, and external sources, for example service and population data and reports that allow evaluation of CIC projects and services.
- Analyse and interpret national policy including Welsh Government directives, health body guidance, commissioning, planning and NICE guidance to facilitate local implementation as they apply to assigned planning areas.
- Develop, as required, reports on service planning and development including future plans, recommendations for the way forward and reporting delivery of improved outcomes, for the Directors and other relevant organisational forums.
- Provide timely assurance to the Directors with regard to the risks related to relevant areas of service planning and quality of service plans.

PLANNING AND ORGANISING

- Within assigned planning areas, monitor and review plans, which may be long term in nature, and ensure they are adjusted for changes in local need and in response to changes in national policy, Welsh Government guidelines and best practice.
- Plan and prioritise own work, to ensure effective support to all areas and delivery of key objectives.

- Lead the planning and development of major change projects in the CIC and wellbeing, which may be contentious, requiring the post holder to gain agreement from various stakeholders.
- Ensure that high quality integrated data is produced in a timely manner to support intelligent level decision making, and for compliance and statutory reporting purposes.

POLICY AND SERVICE DEVELOPMENT

- Lead on a range of policy, service development and corporate initiatives as agreed with the Directors.
- Work across the CIC in relation to collaborative schemes for delivery of joint strategy and service developments.

LEARNING AND DEVELOPMENT

- Facilitate the development of a learning culture inside and outside of the CIC through the development of a learning and development strategy, considering the training needs of local service staff in delivering an integrated and social health model.
- Participate in Learning and Development to maintain knowledge and skills necessary as a Partnership and Innovations Manager.

RESPONSIBILITIES FOR FINANCIAL AND PHYSICAL RESOURCES

- Create and oversee a budget for staff- and non-staff expenditure for the CIC and report on a regular basis to Directors and where appropriate external stakeholders.
- Lead on the development of effective and robust business cases for service/capital/project developments for the CIC.

RESPONSIBILITY FOR HUMAN RESOURCES

- Line manage CIC team staff directly, which will include responsibility for staff appraisals, sickness absence management, handling disciplinary and grievance matters, recruitment and selection and PADR, for line managed staff. The post also requires some 'virtual' team line management.
- Support any recruited volunteers to the CIC, including ensuring conformity with appropriate policies adopted by the CIC for welfare and development of such individuals.
- Supervise a team of wellbeing link workers for the CIC, ensuring such staff and any supporting volunteers also fulfil a community-facing role.
- To both lead and support relevant training and education initiatives in order to facilitate programme and project management skills development among CIC staff

RESPONSIBILITY FOR INFORMATION RESOURCES

- The post holder will be required to regularly produce complex reports and presentations based on a range of information from a variety of sources. Writing and presenting reports to a wide range of groups and stakeholders.
- Ensure that both electronic and hard copy information related to the assigned planning areas is stored appropriately.
- Develop and use appropriate resources including online information resources such as databases, shared files, internet/intranet information.
- Ensure health and wellbeing information is accessible for the local community and service staff, through digital and non-digital channels.
- Where appropriate, ensuring a robust system for data linkage across services in the local area, including that any such system is secure and fulfils requirements for information governance.

RESPONSIBILITY FOR R&D

- The post holder is expected to regularly research, explore and share opportunities for transformation, innovation and good practice relevant to the CIC.
- Support the delivery of an Innovation Strategy for the 19 Hills CIC, led by an innovation lead within the management structure for the CIC.
- The post holder is responsible for qualitative and quantitative audits to evaluate service and project impact to inform future service or project design.
- Ensure an evidence-based approach to service or project redesign and consider the outcomes of relevant evaluation work on all aspects of the role.

FREEDOM TO ACT

- Working autonomously, responsible for the day-to-day organisation of own diary and tasks within the post holder's portfolio, balancing the need for proactive service/project development and portfolio management against the reactive demand of organisational priorities and timescales.
- The post holder will be expected to work with minimal guidance from the Directors reflecting key organisational policies and specific local and national guidelines, may advise on how these should be interpreted and implemented within specific assigned projects.
- The post holder will need to assimilate and summarise complex documents, compare facts and analyse situational data from a range of sources, develop options and assess risks and opportunities to the organisation in order to inform decision-making.

PHYSICAL EFFORT

- There is a regular requirement to travel between sites often with limited time between meetings.
- Frequent VDU use is required for this post for periods of up to 3 to 4 hours at a time in order to produce complex reports and analysis to support decision-making.

MENTAL EFFORT

- Intense concentration will be required on a wide variety of complex issues throughout the day. The post holder will frequently have to adapt to changing priorities and re-focus the work of self and others on new priority areas that may require urgent action.
- The post holder will participate in and facilitate meetings, which require a high level of concentration on a wide range of topics, with a variety of audiences and mixtures of attendees.

EMOTIONAL EFFORT

- The role will require daily negotiation with senior NHS, council and wider professionals, directors and managers, in a financially constrained health economy, on issues that have a significant impact on the quality and quantity of the service planning and improvement function, challenging practice and established management processes.

WORKING CONDITIONS

- Exposure to unpleasant working conditions or hazards is rare.
- Office conditions with regular requirement to travel.

This job description is not exhaustive. The priorities and emphasis may change in view that it is a new post and to reflect service needs.

This represents an outline of the post and is not a precise catalogue of duties/responsibilities.

HEALTH & SAFETY

All employees have a statutory duty of care for their professional safety and that of others. Employees are required to co-operate with the CIC Directors to enable the organisation to meet its legal duties.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<p>Masters level qualification or equivalent level of demonstrable knowledge and experience</p> <p>Qualification or equivalent project and programme management experience.</p> <p>Evidence of management training</p> <p>Evidence of continuous professional development</p>	<p>Up to date knowledge of developments in Welsh government strategies and policies with regards to health, community services and the third sector</p>

<p>KNOWLEDGE & EXPERIENCE</p>	<p>Extensive previous managerial experience of appropriate seniority</p> <p>Experience of complex service planning in a health, social care or public/third sector role</p> <p>Experience of planning and implementing long-term strategy and change programmes</p> <p>Proven track record of successfully introducing significant organisational change in a complex environment</p> <p>Experience of strategic thinking at a senior level</p> <p>Significant experience of working with staff at all levels within the public sector and external partner agencies</p> <p>Demonstrable success in building, leading, motivating and developing teams</p> <p>Ability to influence at all levels and a highly strategic thinker</p> <p>Knowledge of a variety of methods for community involvement</p> <p>Understanding of the functions of public, third sector and community organisations</p> <p>Knowledge of information governance and confidentiality of personal information</p>	<p>Experience of success in obtaining investment for health or other service innovation</p> <p>Experience in the use and analysis of public or private sector data</p> <p>Understanding of determinants of health and health inequalities</p>
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<p>SKILLS</p>	<p>Ability to analyse and appropriately present highly complex information</p> <p>Effective budget planning and financial management skills</p> <p>Ability to write successful grant applications and businesses cases</p> <p>Ability to develop service and project evaluation plans and monitor</p> <p>Proven ability to achieve targets and objectives within a demanding and pressured environment against challenging deadlines</p> <p>Sound judgement, decision making and organisational skills</p> <p>Collaborative team player</p> <p>Resilient</p> <p>Able to interpret relevant legislation and national guidance</p> <p>Able to demonstrate a high level of interpersonal skills, displaying credibility, influencing skills and political acumen</p> <p>Ability to communicate verbally and in writing in a manner which is clear, fluent and persuasive</p> <p>Self motivated and committed to developing self</p> <p>Proven ability to influence large groups of staff</p> <p>Ability to work on own initiative and organise workload to operate effectively</p> <p>Ability to prioritise, make judgments, problem solve</p>	<p>Ability to develop online processes and support tools.</p>
<p>VALUES</p>	<p>Diversity and inclusion</p> <p>Social justice</p> <p>Health equity</p> <p>Community empowerment</p>	

