

Job Title:	Operations Lead
Duration:	Permanent
Hours:	30 hours week – 4 day working week
Location:	Immediate start Hybrid/home working
Responsible to:	CEO
Salary:	£16 per hour national living wage employer Actual Salary £24,960.00
Annual Leave Entitlement:	25 days plus Bank Holidays – pro rota
Staff Benefits	Laptop After time served: <ul style="list-style-type: none"> • Simply Health Cash plan • Increased annual leave entitlement • National Living wage employer • 3% Pension contribution • Flexible working policy • Hybrid working arrangements

About Healthwatch Rochdale

The Healthwatch Rochdale structure is based on staff members supporting local people to design, manage and deliver our services. We depend on attracting, training and retaining many local volunteers with diverse skills and backgrounds who together can make an impact on the commissioning and delivery of health and social care services.

Staff will focus on supporting local people to represent and act, rather than acting on their behalf. This includes involving local people in identifying the health and wellbeing issues that matter to them and working with the insight, energy and assets of the community to shape actions and activities in response.

Purpose of Healthwatch Rochdale

Healthwatch Rochdale's role is to:

1. Promote and support the involvement of local people in the commissioning, provision and scrutiny of local care services.
2. Enable local people to monitor the standard of provision of local care services and how services could be improved.
3. Obtain the views of local people regarding their needs for, and experiences of, local care services and make these views known.
4. Make reports and recommendations about how local care services could be improved.
5. Provide information about local health and social care services to the public.
6. Formulate views on the standard of provision and whether and how the local care services could be improved.
7. Make recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations.
8. Provide Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

Purpose of the role:

The position of operational Lead is central to the consistent day-to-day delivery of Healthwatch Rochdale.

Main Duties and Responsibilities

- a) Co-create, manage and update all aspects of the HWR operational workplan.
- b) To manage the production of information and reports for the general public, Stakeholders, service providers and HWR's Board.
- c) Engage with and provide information to Healthwatch in Greater Manchester and Healthwatch England.
- d) To provide support to the HWR staff team
- e) To feed into the business plan through operational, research and communication reporting.
- f) To provide up to date information and research to the Healthwatch Rochdale operational team and wider Healthwatch Rochdale audience.
- a) To oversee and edit the Healthwatch Rochdale website.
- g) To manage Healthwatch Rochdale's impact tracker.
- h) Manage Healthwatch Rochdale's Charity Log and review data analytics.

- i) Manage GDPR within HWR.
- j) Manage the annual Enter & View Programme.
- k) KPI and social value reporting.
- l) General Administration.

General duties and other responsibilities:

- a) Support people to connect and communicate online, including social reporting from events and meetings.
- b) Manage the Healthwatch Rochdale info inbox and team calendar.
- c) Be a point of contact for the Healthwatch Rochdale telephone number.
- d) Ensure the Healthwatch brand is conveyed in a consistent way and within the HW guidelines for branding.
- e) To be responsible for the look and style of leaflets, literature, poster production and other awareness raising materials.
- f) Proofreading content and checking for grammar and spelling.
- g) Represent the views of local people on a variety of forums and official boards.
- h) Take an active interest in ensuring Healthwatch Rochdale operates effectively, according to best practice and fulfils its obligations.
- i) Contribute to events and activities hosted by both Healthwatch Rochdale and partner organisations.
- j) Work within the team to maintain and achieve high standards and understand the importance of time management and meeting deadlines.
- k) Disseminate information and learning as appropriate to other networks if required, and in conjunction with the communications policy.
- l) Help to ensure that Healthwatch Rochdale embraces diversity, challenges discrimination, and reflects the communities of Rochdale.
- m) Purchasing necessities and authorising expenses
- n) The post holder will be expected to undertake other responsibilities and tasks as reasonably requested by the CEO.

Person Specification

Requirements Sought		Method of Assessment (Assessment – A, Interview – I, Presentation – P)
A) Skills		
1	The ability to work and communicate with people from a wide range of backgrounds.	A + I + P
2	The ability to absorb and condense information from a variety of sources to produce simple, accurate, accessible publications e.g. leaflets, fact sheets, stories, press releases and newsletters.	A + I + P
3	The ability to develop creative ways of providing information to excluded or disadvantaged groups.	A + I + P
4	The ability to engage with individuals or groups, make an assessment of need and to respond to those needs appropriately.	A + I
5	The ability to plan and organise your work, to manage your own time within agreed plans, e.g. setting and keeping to a timetable for the production and distribution of the Healthwatch Rochdale newsletter.	A + I
6	The ability to work effectively as part of a remote team.	A + I
7	The ability to undertake monitoring and keep accurate	A + I

	statistical records to meet specific requirements e.g. those required by funders.	
8	The ability to develop and promote the Healthwatch Rochdale website as a source of information to private, public and voluntary and community groups.	A + I
9	The ability to work collaboratively with the rest of the Healthwatch Rochdale staff team.	A + I
B) Knowledge and Experience		
1	Experience to manage and create internal and external work plans.	A + I
2	Experience in operational reporting.	A + I
3	Experience in evaluation of various forms of statistics.	A + I
4	Experience in creating and managing communication and engagement campaigns.	A + I
5	Experience in dealing with the media and writing press releases.	A + I
6	Experience in research and data analytics.	A + I
7	External relationship management.	A + I
9	Experience of producing simple publications in plain English.	A + I
10	Experience of using: <ul style="list-style-type: none"> • Microsoft Office, Publisher, Excel and Outlook • Online Calendar systems • Image and graphics software (e.g. Canva or similar). • Desk Top Publishing software to produce information materials and experience of producing PDFs (e.g. Adobe Acrobat Professional). • Microsoft Teams and Zoom. 	A + I
11	Experience of developing and managing a database and website.	A + I + P
C) Work Related Circumstances		

1	Willingness to travel around the Rochdale borough and wider Greater Manchester footprint on occasion.	A + I
2	Willingness to work flexible hours, with reasonable notice, including unsociable hours and weekends.	A + I
3	Commitment to personal development through supervision and training.	A + I
4	A positive commitment to the implementation of Equal Opportunities.	A + I