



Person Specification - Healthwatch North Lincolnshire Manager

Requirement	Essential	Desirable
1. Abilities	<ul style="list-style-type: none"> • Ability to engage and influence at a senior level. • Strong networking and relationship building skills. • Ability to analyse objectively high levels of data. • Proven high quality report writing skills. • Ability to convey ideas in to credible proposals. • Strong decision making skills. • An ability to think strategically and convert in to deliverable workplans. • Focussed and well organised and capable of prioritising and planning their own and an organisation’s workload. • Proven effective and confident presenter. • IT literate and numerate with the ability to produce professional reports and documents. • Good interpersonal skills with the ability to communicate effectively with a wide range of people. • Ability to lead and develop a cohesive team with previous line management experience. • A calm, professional and positive approach with a focus on customer service delivery and quality. • A flexible, creative and solution focused approach. 	<ul style="list-style-type: none"> • Ability to interpret complex legislation to non-technical people. • Proven ability to coach and develop staff and manage upwards. • Management of teams and/or services on a remote basis.

<p>2. Qualifications/ Knowledge</p>	<ul style="list-style-type: none"> • Experience in application of project management techniques. • Knowledge of structures and processes in the public sector in the field of health and social care. • Awareness of key local issues in health and social care. • Knowledge of the voluntary and community sector. 	<ul style="list-style-type: none"> • Educated to degree level. • Understanding/awareness of history of patient involvement mechanisms. • Understanding of commissioning processes. • Some knowledge of marketing and communication techniques. • Experience of dealing and responding to press enquiries. • Experience of developing and implementing organisational policies. • Experience in the delivery of training.
<p>3. Personal qualities</p>	<ul style="list-style-type: none"> • Resilient and adaptable to changes in work priorities and workload. • Able to take an innovative and creative approach to problem solving. • Commitment to team working. • Commitment to positively promoting the values of the organisation to others. • Clean driving license with access to vehicle. • Willingness to travel around the county and to attend some regional/national meetings. • Able to attend meetings in a virtual environment using MS teams or other video platforms. • Flexibility to work outside normal hours occasionally 	

	<p>and to work at other sites.</p> <ul style="list-style-type: none">• Enhanced DBS check will be required.• Commitment to promoting equality and diversity and an ability to implement this ethos in a practical, non-judgemental way throughout your work.	
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