

JOB DESCRIPTION

Role:	Policy and Performance Manager
Salary and Band:	£35,000 per year
Location:	Home based/Flexible
Hours:	Full time, 37 hours a week, flexible working considered
Report to:	Assistant Director (Governance, Planning & Evidence)
Directorate:	Governance, Planning & Evidence
Direct reports:	None

Main Purpose and Scope of the Job

As a member of the Governance, Planning and Evidence Team, the Policy and Performance Manager provides a key role in the development and maintenance of policies and procedures across the whole organisation, both in English and BSL.

They will act as the primary point of contact for the organisation in regard to questions and queries relating to all organisation wide policies and procedures.

Working with the Assistant Director (Governance, Planning & Evidence) they are responsible for writing all SignHealth policies and procedures, ensuring that they are accessible to all staff (by managing the process to translate them into BSL and arranging for filming). They are also responsible for ensuring that policies and procedures are kept up to date and take into account the impact of changes to legislation, government and regulator guidance etc.

As part of the wider team, the role also provides capacity and resilience in other areas such as performance reports, project and risk management.

Duties and Key Responsibilities

- Develop and maintain clear and accessible policies and procedures in both English and BSL for all key areas of the organisation
- Arrange for the filming of policies and procedures in BSL
- Manage the approval process for new policies and procedures through ELT and/or the Board as required, as well as the review and renewal process for key organisational policies and procedures
- Liaise closely with services to ensure a clear and common understanding of SignHealth policies and procedures including developing and delivering suitable awareness raising sessions for key policies with service areas on an ongoing basis
- Carry out a horizon scanning function to assess the impact of changes (e.g. legislation, government policy, NHS England guidance) on our policies and procedures

- As part of the wider team, to monitor and measure performance through the monthly performance report framework, working with services to develop new performance measures as and when necessary
- Identify effective practice through data analysis and robust performance audit, sharing with the wider team and developing into business-as-usual, as well as working proactively to identify areas for improvement
- As part of the wider team, to help manage the Project Management Framework acting as a point of contact for questions and requests from the organisation
- Foster and develop good and effective working relationships with internal partners such as ELT members, Leadership Team members and Registered Managers.
- Play an active role in the Governance, Planning and Evidence Team enabling it to become a 'one stop shop' service for the whole organisation based on the 'internal consultancy model' for all corporate and central support services.
- Any other duties commensurate with the accountabilities of the post

Person Specification

Qualification & Training	Essential/Desirable
Educated to A level standard or equivalent	Desirable
Project Management qualification (e.g. PRINCE2, Agile)	Desirable
Experience	
3 years previous experience in a similar role	Desirable
Lived experience of Deaf culture	Desirable
Skills	
Skills in performance management	Desirable
Skills in project management	Desirable
Skills in policy development	Desirable
Excellent IT Skills, including use of Microsoft Office 365	Essential
Strong interpersonal skills with an approachable personality	Essential
Excellent writing and organisational skills	Essential
British Sign Language skills	Desirable
Knowledge	
Clear understanding of confidentiality	Essential
Knowledge of SignHealth's activities	Desirable
Knowledge and understanding of BSL and Deaf culture	Desirable
Knowledge of SignHealth's external relationships and customers	Desirable
Ability	
Ability to work under pressure to agreed deadlines and adapt to change	Essential
Attention to detail and a high level of accuracy in all tasks	Essential
Ability to work in a flexible manner - out of hours as required.	Desirable
Good written English and the ability to communicate at all levels	Essential

Good team player, able to work effectively with others in a team	Essential
Commitment	
A commitment to promoting and protecting equality of opportunity and celebrating diversity	Essential