**Job Description
Patient and Public Engagement and Involvement Manager – SDE Programme**

**Overview of the Role**

This post provides strategic leadership and operational expertise in the provision and development of Patient and Public Engagement and system stakeholder Involvement (PPIE) and insight activities for the North East and North Cumbria Secure Data Environment (NENC SDE).

The postholder will define the required processes and procedures needed to deliver the NENC SDE PPIE and system stakeholder strategy. They will advise colleagues, partners and stakeholders on the adoption of best practice when delivering strategic engagement, involvement and consultation activities, across a complex environment within NENC and as part of a national programme.

**Main Duties and Responsibilities**

**General**

* Owning and leading the PPIE and system strategy and operational plans.
* Supporting the programme manager in maintaining and developing strategic stakeholder relationships including refreshed mapping and management including a CRM.
* Leading the relationships and management of public members.
* Researching, engaging and involvement in consultation planning and activities.
* Managing public and patient events and facilitation.
* Managing and delivering of contractors and consultants as required.
* Analysing, interpreting and evaluating complex information.
* Leading on staff training and learning around engagement, involvement and insight.
* Horizon scanning to identify risks and issues in relation to the NENC SDE.
* Developing and maintaining relationships with the national team and other SDE engagement leads and attending community of practice as required.
* Listening to and communicating complex and contentious issues where persuasion, motivational and negotiation skills may be required.
* Delivering formal presentations to large groups of internal and external stakeholders.
* Working effectively with key stakeholders, external professionals, local communities, and system users to ensure high-quality input into activities.
* Promoting the involvement agenda including setting high standards for incorporating public and patient voice.
* Acting as a champion for patients and the public and their interests and priorities.
* Utilising excellent written and verbal communication skills to engage in public and professional relationships up to a senior level.
* Communicating effectively with the public and across organisational, stakeholder, social, and political boundaries, understanding context and the landscape.

**Resource and Financial Management**

* Ensuring projects and initiatives are delivered on time and within budgets.
* Highlighting exceptions and risks to the programme manager ensuring mitigating action can be taken to keep the programme on track.
* Acting in compliance with Standing Orders and Standing Financial Instructions.

**Programme Management and Monitoring**

* Ensuring adherence to all corporate processes, procedures and guidance throughout the operational activity escalating non-compliance and remedying issues and concerns.
* Supporting the commissioning of projects and procurement of services to support project delivery.
* Planning, developing and evaluating methods and processes for gathering, analysing, interpreting and presenting data and information relating to activity within the service.

This job description is designed to identify key responsibilities of the post. It is not an exhaustive list of duties and will be subject to amendment as necessary in consultation with the post holder.

**Person Specification**

**Qualifications & Knowledge**

*Essential*

* Educated to degree level or have equivalent level of experience of working at a senior level in specialist area.
* An appreciation of the relationship between the Department of Health, NHS England, NHS Intelligence, ICS/ICBs and individual provider and commissioning organisations and local authorities.
* Understanding of engagement and consultation activity and guidance and legislation governing these activities within the NHS.
* Understanding of the legal and policy context for involvement in the NHS and Research community.

**Skills and Experience**

*Essential*

* Proven experience in successful delivery of engagement and involvement including public activities at a senior level and the management of complex projects in high-profile environments.
* Significant experience of patient public involvement planning and delivery.
* Experience of working with key partners in the NHS, academia and local authorities.
* Budget Management.
* Demonstrable experience of providing strategic guidance and assurance around the engagement and consultation processes and activities.
* Ability to use informed persuasion to influence others.
* Ability to identify risks, anticipate issues and create solutions / resolve problems in relation to project or service delivery.
* Excellent IT skills, including competent use of Microsoft Office.

**Other**

*Essential*

* A positive, friendly, and supportive attitude, as well as the ability to work flexibly and cooperatively with others.
* Self-motivated - with the ability to influence and inspire others.
* Ability to meet strict deadlines and balance, prioritise and progress multiple tasks.
* Key focus on customer service and user requirements.

**Values and Behaviours**

HI NENC has developed a clear vision for the direction of the company. A set of values and behaviours have also been developed and agreed to underpin this vision and these are listed below.

Applicants and employees will be expected to demonstrate an understanding of and commitment to these values and behaviours, which will be assessed through the recruitment, selection and appraisal processes.

 **Support -** We are respectful of others, value their opinions, are approachable and inclusive in all that we do. ​

**Collaborate -** We promote connections, and open and honest professional working environments where knowledge and experience is shared.​

**Achieve -** We are committed to delivering high quality work, pushing the boundaries, setting high ambitions, sharing our successes and celebrating our achievements with pride. ​

**Adapt -** We work with positivity, agility and flexibility, adapting our approach and solutions in response to the challenges at hand. ​

**Innovate -** We encourage creative thinking by adopting an open-minded approach, providing a safe space to fail and learn without judgement. ​

