

## **JOB DESCRIPTION**

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| Role:           | Contracts & Performance Manager (Operations)             |
| Responsible to: | Chief Executive Officer                                  |
| Hours:          | 30 hours   |
| Location:       | Hybrid-negotiable (Truro office/homeworking)             |
| Salary:         | £36,656-£39,285 FTE (Grade 4)                            |
| Contract:       | Fixed to May 2029 ( <i>subject to external funding</i> ) |

## **Background**

Healthwatch Cornwall (HC) is one of 152 local Healthwatch formed in response to the Health and Social Care Act 2012. Healthwatch England provides representation at national level and Healthwatch Cornwall is funded by the Department of Health via Cornwall Council.

Our vision is to inspire positive change in Cornwall's health and social care through effective public engagement and we exist to ensure people and communities have a strong voice to influence and challenge how health and social care services are provided within their area.

HC is a Community Interest Company (CIC), and we act as a 'critical friend' to the commissioners and providers of health and social care services to enable progressive and beneficial decisions to be made.

## **Job Purpose**

As the Contracts and Performance Manager (Operations) for Healthwatch Cornwall, your primary responsibility is to ensure the efficient and effective delivery of services in alignment with organisational objectives and contractual obligations. You will play a pivotal role in managing contracts, overseeing operational processes, and optimising performance to enhance the quality of health and social care services in Cornwall. Your efforts will directly contribute to promoting the voice of the community and facilitating improvements in health and social care provision.

## **Key Responsibilities**

### *Contract Management:*

- Oversee the lifecycle of contracts, from negotiation to implementation, ensuring compliance with regulatory requirements and contractual agreements.
- Develop and maintain strong relationships with stakeholders, including health and social care providers, funders, and partner organisations.
- Monitor contract performance, identify risks, and implement strategies to mitigate potential issues.

### *Operational Oversight:*

- Lead and guide the team in designing and implementing efficient operational processes to support the delivery of Healthwatch Cornwall's objectives.
- Streamline workflows and identify opportunities for process improvement to enhance organisational effectiveness.
- Coordinate the efforts of internal resources and external partners to optimise service delivery and achieve operational excellence.
- Ensure the team's adherence to quality assurance mechanisms to uphold service standards and ensure regulatory compliance.

- Ensure team adherence to governance frameworks and organisational policies in all operational activities, promoting transparency and accountability.
- Ensure compliance with GDPR regulations and uphold responsibilities related to data protection and privacy.
- Manage day-to-day operations of HR, including recruitment, staff training, and compliance with employment laws and organisational policies.
- Oversee Enter & View activities to assess and improve the quality of services provided.
- Oversee financial management processes, including budget development, expenditure monitoring, and financial reporting.
- Responsible for overseeing IT systems and managing the Communications/Marketing function, including the website, social media platforms, and PR activities.

#### *Performance Management:*

- Establish key performance indicators (KPIs) and metrics to measure the effectiveness and impact of Healthwatch Cornwall's activities.
- Monitor performance against targets, analyse data, and prepare reports for Board, CEO, and stakeholders, highlighting areas for improvement and success.
- Collaborate with the team to develop performance improvement plans and initiatives.
- Conduct regular reviews and evaluations to assess progress and identify opportunities for innovation and enhancement.

#### *Compliance and Governance:*

- Ensure team compliance with organisational policies, procedures, and regulatory requirements, promoting adherence to ethical standards and best practices.
- Implement and enforce governance frameworks and quality assurance processes to maintain high standards of performance and accountability, in-line with contractual responsibilities.

- Keep abreast of industry trends, developments, and regulations relevant to the team's responsibilities, providing guidance and updates as needed.

*Leadership and Team Management:*

- Provide effective leadership to the team, setting clear goals and expectations aligned with organisational objectives.
- Motivate and inspire team members to achieve their best performance, fostering a positive and collaborative work environment.
- Delegate tasks and responsibilities appropriately, ensuring equitable distribution of workload and maximising team productivity.
- Conduct regular team meetings to communicate updates, share information, and facilitate open dialogue.
- Mentor and coach team members to support their professional growth and development.

The above duties are indicative of the requirements of the post at the time of recruitment. You will be expected to undertake other duties as may be reasonably required commensurate with the post, within other areas of work within the scope of Healthwatch Cornwall.

## PERSON SPECIFICATION

| <b>Contracts &amp; Performance Manager (Operations)</b> |  |   |
|---|--|---|
|   | <b>Essential</b>   | <b>Desirable</b>  |
| <b>Qualifications:</b>                                  | Extensive experience and a demonstrable track record of achievement in roles demanding proficiency in business administration, healthcare management, or a related field, particularly within a comparable industry. Preference will be given to candidates possessing in-house qualifications or certifications relevant to the role; A level minimum | Bachelor's degree in business administration, healthcare management, or a related field; relevant master's degree preferred.                            |
| <b>Experience/Knowledge:</b>                            | Proven experience in contract management, operations, or performance improvement, preferably within the healthcare or nonprofit sector.  | Understanding of health and social care services in Cornwall and / or familiarity with the voluntary and community sector                               |
| <b>Skills</b>   | Strong analytical skills with the ability to interpret data, identify trends, and make data-driven decisions.  |   |
|   | Excellent communication and interpersonal skills, with the ability to build relationships and collaborate effectively with diverse stakeholders.   |   |
|   | Proficiency in project management tools and software, as well as Microsoft Office Suite.   |   |
|   | Strategic thinking and problem-solving abilities, with a proactive approach to addressing challenges and seizing opportunities.  |   |
|   | Understanding of regulatory requirements, governance frameworks, and quality assurance processes to ensure organisational compliance and accountability.   |   |
|   | Meticulousness in managing contracts, operations, and performance data, ensuring accuracy and precision in all tasks.  |   |
| <b>Personal Attributes:</b>                             | Willingness to work collaboratively within teams, across departments, and with external partners to achieve common goals and maximise impact.  | Self-motivation and proactive attitude to take initiative, drive projects forward, and seek opportunities for improvement without constant supervision. |

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|  | Strong verbal and written communication skills to effectively convey ideas and engage with stakeholders at all levels.   |  |
|  | Respect for diversity in all its forms, including cultural, demographic, and ideological diversity, fostering an inclusive and supportive environment for all. |  |
|  | Ability to inspire and motivate teams, provide direction, and lead by example in achieving organisational goals.   |  |