

ROLE DESCRIPTION

Role : Engagement & Partnerships Manager

Responsible to: Chief Executive Officer

Hours: 35 hours per week, Mon-Fri (full time)

Location : Truro office

Salary range: £37,946-£40,575 (FT: Grade 4)

Contract Fixed-term until May 2029
(subject to potential changes in Government legislation or national policy affecting Healthwatch functions)

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:

The Engagement & Partnerships Manager will act as the key link between the CEO, the engagement team, and the residents of Cornwall.

They will oversee the delivery of Partnership Boards, Community Engagement, and the Enter & View programme, ensuring that the voices of residents are amplified, empowered, and used to influence health and social care improvements.

This role is about maximising reach and representation, ensuring as many residents as possible can share their experiences, and that those experiences are transformed into meaningful evidence and outcomes.

Key Responsibilities:**Leadership & Oversight**

- Deliver the established engagement strategy in a way that broadens reach across Cornwall and strengthens impact.
- Provide operational leadership that connects the team's activity directly to Healthwatch Cornwall's vision and objectives.
- Keep the CEO fully informed so resident voice is always represented at a leadership level.

Community Engagement

- Coordinate activity that enables large-scale and inclusive resident participation, ensuring voices from diverse communities are represented.
- Work with colleagues in communications, research, and engagement to ensure that every voice gathered is counted and used to influence change.

Partnership Boards

- Oversee the coordination and delivery of Partnership Boards, ensuring they provide a platform where lived experience is amplified and acted upon.

- Ensure meetings are effectively planned, managed, and followed up, with clear outcomes and accountability.

Enter & View Programme

- Oversee delivery of visits that go beyond compliance, ensuring they capture resident voice powerfully and lead to tangible improvements.

Team Management

- Line manage, support, and enable staff to deliver effectively and confidently, while encouraging autonomy and ownership of roles.
- Build a culture where the team see themselves as champions for resident voice.
- Remove barriers, address issues early, and ensure the team remain focused and accountable.

Data & Reporting

- Ensure all engagement data is captured, analysed, and transformed into clear evidence of impact.
- Provide insight and updates to the CEO that demonstrate the reach and effectiveness of engagement work.

Accountability & Communication

- Operate a “no surprises” approach, escalating issues early and ensuring the CEO is fully briefed at all times.
- Ensure the CEO remains sighted on all engagement, Partnership Board, and Enter & View activity, outcomes, and risks.
- Recognise that final accountability sits with the CEO; the manager role supports and enables, not replaces, this leadership.
- Promote a culture of openness, humility, and collaboration, always ensuring organisational alignment.

Reporting Structure

The Engagement & Partnerships Manager will report directly to the CEO.

The Engagement & Partnerships team will report to this role.

Additional Information

This job description outlines your main tasks and responsibilities, but you may be required to undertake further duties when necessary.

Person specification: *Data and Administrative Officer*

	Essential	Desirable
Qualifications, Experience & skills	<ul style="list-style-type: none"> ○ Management & Coordination: Demonstrable experience of coordinating or managing staff/teams, ensuring clarity of roles, accountability, and delivery of objectives. ○ Partnership Working: Proven ability to build and maintain effective relationships with teams and stakeholders such as local authorities, NHS partners, community organisations, and residents. ○ Community Engagement: Experience of designing, delivering, or overseeing community engagement activity that enables inclusive participation, particularly from underrepresented groups. 	<ul style="list-style-type: none"> ○ Experience of enabling or managing partnership boards, forums, or other multi-stakeholder groups. ○ Understanding of how to reach and engage people from seldom-heard or underrepresented communities with sensitivity and respect. ○ Familiarity with health, care, or community services (local or national) and how they affect residents' everyday lives. ○ Experience of turning resident or community feedback into clear, evidence-based insights that influence change.

	<ul style="list-style-type: none"> ○ Quality & Standards: Ability to maintain high standards across engagement, reporting, and governance, ensuring accuracy, consistency, and compliance with policies and contractual requirements. ○ Operational Oversight: Strong organisational skills with experience of planning, scheduling, and managing multiple workstreams simultaneously. ○ Meeting & Governance Support: Ability to plan, structure, and follow through on meetings (agendas, minutes, actions), ensuring clear outcomes and accountability. ○ Data & Impact: Experience of gathering, managing, and interpreting data to evidence outcomes and impact. ○ Communication: Strong written and verbal communication skills, with the 	<ul style="list-style-type: none"> ○ Awareness of governance, accountability, and quality assurance requirements when working in a statutory or publicly funded environment. ○ Empathy & People-First Approach: A genuine commitment to investing in people, whether supporting the team, engaging with residents, or working with stakeholders, demonstrating heart, empathy, and respect in every interaction.
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	<p>ability to produce clear reports, briefings, and external-facing materials.</p> <ul style="list-style-type: none"> ○ Problem-Solving: Ability to address challenges quickly and effectively, removing barriers and enabling others to succeed. 	
Behaviours & attributes:	<ul style="list-style-type: none"> ○ Collaborative: Values teamwork and partnership, enabling others while keeping organisational alignment. ○ Accountable: Operates a “no surprises” approach, keeping leadership fully informed and escalating issues early. ○ Empowering: Encourages autonomy and ownership within the team, while providing clear support and guidance. ○ Inclusive: Committed to amplifying diverse voices and ensuring broad representation. 	

	<ul style="list-style-type: none">○ Resilient: Able to manage competing priorities and adapt to changing circumstances.○ Professional Integrity: Recognises that final accountability sits with the CEO and operates with transparency and humility.	
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