

JOB DESCRIPTION

Role : **Engagement & Relationships Manager**

Responsible to: **Chief Executive Officer**

Hours: **28 hours**

Location: **Truro office**(with community Based working across Cornwall)

Salary Range: **£37,946–£40,575 FTE** subject to pro rata(Grade 4)

Contract: **Fixed to May 2029** (subject to external funding)

Background

Healthwatch Cornwall (HC) is one of 152 local Healthwatch established under the Health and Social Care Act 2012. We exist to ensure people and communities have a strong, independent voice to influence and challenge how health and social care services are planned, delivered, and experienced.

Healthwatch Cornwall is a Community Interest Company (CIC) and acts as a critical friend to commissioners and providers, ensuring decisions are informed by lived experience and lead to meaningful improvement for residents across Cornwall.

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.

Job Purpose

The Engagement & Relationships Manager is responsible for leading Healthwatch Cornwall's strategic engagement and relationship-building activity across communities, networks, and stakeholders.

Working closely with the Chief Executive Officer, the role focuses on building trust, credibility, and influence with individuals, community groups, VCSE organisations, and system partners. The postholder ensures that lived experience, community insight, and emerging issues are effectively identified, nurtured, and fed into organisational decision-making, reporting, and system dialogue.

A core focus of this role is ensuring that the voices of people from seldom-heard, under-represented, and marginalised communities are actively sought, supported, and reflected in Healthwatch Cornwall's work and influence.

This role is outward-facing, relational, and strategic in nature. It complements (but does not duplicate) the delivery of Partnership Boards and other programmes, ensuring alignment while maintaining a strong focus on people, communities, and engagement intelligence.

The postholder will also contribute to Healthwatch Cornwall's longer-term sustainability by strengthening relationships, identifying opportunities for future collaboration, and supporting the organisation to continue delivering meaningful impact for communities during a period of change and transition.

Key Responsibilities

Strategic Engagement & Relationships

- Lead the development and delivery of engagement activity that prioritises relationship-building, trust, and sustained connection with communities and individuals across Cornwall.
- Build and maintain strong relationships with VCSE partners, community organisations, informal networks, and system stakeholders.
- Act as a visible and credible Healthwatch Cornwall presence within communities and multi-agency spaces, representing the organisation's values and purpose.
- Identify and nurture opportunities to strengthen Healthwatch Cornwall's reach, influence, and credibility through engagement and collaboration.
- Identify opportunities where strong relationships and community intelligence can support future projects, collaborative activity, or system investment that benefits residents.

Community Voice & Inclusion

- Ensure engagement approaches are inclusive, ethical, and accessible, with particular attention to under-represented and seldom-heard communities.
- Support the development of engagement activity that values lived experience and enables people to contribute safely, meaningfully, and with confidence.
- Champion trauma-informed, people-first engagement practices across the organisation.

Equality, Diversity & Seldom-Heard Communities

- Proactively identify, reach, and build trusted relationships with seldom-heard, under-represented, and marginalised communities across Cornwall.

- Design and support engagement approaches that reduce barriers to participation, including cultural, language, digital, accessibility, and trust barriers.
- Work with community connectors, grassroots groups, and trusted leaders to ensure engagement is inclusive, ethical, and trauma-informed.
- Ensure that insight from diverse communities is not tokenistic but meaningfully informs organisational priorities, reporting, and system influence.
- Champion equality, diversity, and inclusion in all engagement activity, modelling respectful and inclusive practice.

Insight, Intelligence & Organisational Support

- Identify emerging themes, risks, opportunities, and system issues arising from engagement activity.
- Provide concise insight, intelligence, and briefings to the CEO to support strategic decision-making, reporting, and external dialogue.
- Support the organisation's forward planning and sustainability by contributing engagement-led insight into priorities, positioning, and system conversations.
- This includes contributing engagement-led insight that supports future planning, sustainability, and the continued delivery of impact.

Internal Collaboration & Alignment

- Work closely with colleagues across engagement, research, communications, and data to ensure community insight is captured, shared, and used effectively.
- Liaise with the Partnership Board Lead to ensure alignment between community intelligence and Partnership Board priorities, without holding operational responsibility for Board delivery.
- Promote joined-up working that ensures engagement activity contributes clearly to organisational impact and evidence.

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.

Accountability & Communication

- Operate a 'no surprises' approach, escalating risks, issues, or sensitivities early and appropriately.
- Keep the CEO sighted on engagement activity, emerging issues, and external relationships.
- Recognise that final accountability and strategic leadership sit with the CEO; this role supports and enables that leadership.

Sustainability, Development & Future Impact

- Support the Chief Executive Officer to strengthen Healthwatch Cornwall's position during a period of organisational change and transition.
- Contribute to the identification and development of future projects, partnerships, and collaborative opportunities that align with Healthwatch Cornwall's statutory role, values, and independence.
- Build and maintain relationships that support the organisation's ability to continue delivering meaningful public value and impact.
- Provide insight and intelligence that helps inform future planning, investment, and prioritisation.

Reporting Structure

The Engagement & Relationships Manager reports directly to the Chief Executive Officer.

The postholder will have direct line management responsibility for the Engagement Team, providing leadership, support, and supervision to ensure effective and inclusive delivery of engagement activity.

The role will work closely with the Data and Research functions to ensure insight from engagement activity is accurately captured, shared, and used.

(Line management responsibility for data staff will be confirmed separately, subject to organisational structure and capacity.)

Additional Information

This job description outlines the main responsibilities of the role. The postholder may be required to undertake additional duties commensurate with the role as organisational needs evolve.

PERSON SPECIFICATION

Engagement & Relationships Manager		
	Essential	Desirable
Qualifications:	Bachelor's degree in business administration, experience in previous or current engagement roles.	Bachelor's degree in business growth, related field, or extensive experience.
Experience/Knowledge:	Strategic Engagement & Relationships: Demonstrable experience of building and sustaining effective relationships with communities, VCSE organisations, stakeholders, and partners.	
	Community Engagement: Proven experience of designing, delivering, or leading engagement activity that enables inclusive participation, particularly from under-represented or seldom-heard groups.	
	Management: Proven experience of managerial roles	
Skills	Insight & Judgement: Ability to identify themes, risks, and opportunities from engagement activity and translate these into clear insight that informs leadership decisions.	
	Communication: Strong verbal and written communication skills, with the ability to brief senior leaders clearly and represent an organisation professionally and credibly.	

Personal Attributes:	Collaboration: Experience of working collaboratively across teams and disciplines to ensure engagement activity contributes to wider organisational objectives.	
	Organisational Awareness: Understanding of how publicly funded, values-led organisations operate, including accountability, independence, and reputation.	Awareness of system-level working across health, social care, and VCSE sectors
	Inclusive Engagement & Diversity <ul style="list-style-type: none"> Demonstrable experience of engaging with, or working alongside, seldom-heard, under-represented, or marginalised communities, with an understanding of barriers to participation and how to address them sensitively and respectfully. Experience of supporting organisational sustainability through relationship-building, partnership development, or contributing to future project planning within a publicly funded or values-led environment. 	
	Relational: Builds trust quickly and works comfortably with individuals and groups from diverse backgrounds.	Familiarity with statutory or publicly funded environments.
	Strategic & Reflective: Thinks beyond activity to impact, influence, and long-term outcomes.	

Personal Attributes:	Discreet & Trustworthy: Operates with sound judgement, confidentiality, and professionalism when handling sensitive information or relationships.	
	Inclusive & Values-Driven: Demonstrates empathy, respect, and commitment to amplifying diverse voices.	
	Resilient: Able to work with ambiguity, manage competing priorities, and adapt to change.	
	Inclusive & Equity-Focused: Demonstrates a strong commitment to equality, diversity, and inclusion, ensuring that seldom-heard voices are actively prioritised and valued.	
	Stewardship-Focused: Demonstrates a strong sense of responsibility for protecting and strengthening the organisation's future impact, independence, and public value.	Experience of supporting senior leadership with insight, briefings, or intelligence.