**JOB DESCRIPTION**

**Job Title:** Team Leader, Public Engagement Network

**Location:** Home based with travel Nationally in England

**Reports to:** National Lead**,** Experts by Experience

**Salary:**  Annual Salary of £30,000 (plus London living allowance if

applicable). Full-time 37.5 hours per week.

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**Job Purpose**

* To work as part of Choice Support Public Engagement Network Team which is part of the wider Experts by Experience (ExE) Team.
* To make a significant contribution to the improvement of the lifestyles and citizenship for the people we employ and engage with on the CQC ExE Contract.
* To ensure that the key performance indicators outlined in the ExE contract are met.
* To be familiar with and implement all Choice Support policies, procedures and guidelines.
* To contribute to the organisation of the Public Engagement Network.
* To have the ability to actively listen to and effectively communicate with a diverse range of individual people.
* To share the same values of CQC and Choice Support.
* Identify local and national data sets, evidence and sources relating to seldom heard communities.
* Collate and analyse quantitative and qualitative data, and other sources of relevant evidence and information to provide clear and accessible intelligence reports as part of CQCs Experts by Experience Contract

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**Main Duties and Responsibilities**

**Delivery:**

* Work as part of the Public Engagement Network Team and wider ExE Team
* To manage engagement requests received by the Public Engagement Network Team
* Have a good understanding of the Public Engagement Network in order to ensure engagement with the CQC and within the network is encouraged.
* Liaise with members of the network and CQC colleagues to ensure that they have the information they require for each event.
* Send communication emails to CQC colleagues and network members.
* Be the main point of contact for network members and CQC colleagues
* To ensure that the Public Engagement Network inbox is monitored and respond to queries.
* To ensure that all incentives are issued as per PEN incentives Policy.

**As the Team Leader you will also have responsibility for:**

* the delivery and reporting of the Public Engagement Network part of the ExE Contract
* allocation of CQC engagement events to Community Engagement Officers
* Ensure the annual plan(s) are continually monitored, outcomes delivered and any actions are completed in the agreed set time scale.
* Develop a key relationship with a named CQC ExE team member.
* maintaining the data within SVEN our specific software Programme in order to produce weekly and monthly reports, plus analytical Quarterly, bi-annual and annual reporting.
* Coordinate members’ events
* Lead the team of Community Engagement Officers on a day-to-day basis
* Monitor output of Public Engagement Team and allocate specific work tasks

**Miscellaneous**

* To undertake any other appropriate duties that is appropriate to your grade.
* To perform all duties in accordance with Choice Support policies and procedures.
* This job description may be subject to review and change in consultation with the post holder.

**This is not intended to be a contractual document**

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**Person Specification**

This person specification lists the essential and desirable characteristics necessary for you to perform the role.

**Essential Requirements**

* Leadership ability with proven skills in leading and supporting a staff team.
* At least 2 years’ experience of working with people who use health and social care services.
* Experience of producing analytical reports relating to data gathered of both insight and experiences of individuals and groups of people with protected characteristics.
* A good working knowledge of the health and social care infrastructures including regulation.
* Good communication skills, people skills, enthusiasm and a positive attitude.
* An ability to manage and prioritise a demanding workload.
* Proven administrative skills, use of IT software and programs
* An ability to think and respond creatively, positively and with flexibility.
* A commitment to training and development for self and team members.

**Desirable Requirements**

A relevant professional and/or academic qualification.