



**Person Specification - Healthwatch North East Lincolnshire Delivery Manager**

Requirement	Essential	Desirable
1. Abilities	<ul style="list-style-type: none"> <li>• Ability to engage and influence at a senior level.</li> <li>• Strong networking and relationship building skills.</li> <li>• Ability to analyse objectively high levels of data.</li> <li>• Good research and report writing skills.</li> <li>• Ability to convey ideas in to credible proposals.</li> <li>• Strong decision making skills.</li> <li>• An ability to think strategically and convert in to deliverable workplans.</li> <li>• Focussed and well organised and capable of prioritising and planning their own and an organisation’s workload.</li> <li>• Effective and confident presenter.</li> <li>• IT literate and numerate with the ability to produce professional reports and documents.</li> <li>• Good interpersonal skills with the ability to communicate effectively with a wide range of people.</li> <li>• Ability to lead a team effectively and delegate workplans.</li> <li>• A calm, professional and positive approach with a focus on customer service delivery and quality.</li> <li>• A flexible, creative and solution focused approach.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to interpret complex legislation to non-technical people.</li> </ul>

<p>2. Qualifications/ Knowledge</p>	<ul style="list-style-type: none"> <li>• Experience in application of project management techniques.</li> <li>• Knowledge of structures and processes in the public sector in the field of health and social care.</li> <li>• Awareness of key local issues in health and social care.</li> <li>• Knowledge of the voluntary and community sector.</li> </ul>	<ul style="list-style-type: none"> <li>• Educated to degree level.</li> <li>• Understanding/awareness of history of patient involvement mechanisms.</li> <li>• Understanding of commissioning processes.</li> <li>• Some knowledge of marketing and communication techniques.</li> <li>• Experience of dealing and responding to press enquiries.</li> <li>• Experience of developing and implementing organisational policies.</li> <li>• Experience in the delivery of training.</li> </ul>
<p>3. Personal qualities</p>	<ul style="list-style-type: none"> <li>• Commitment to team working.</li> <li>• Clean driving license with access to vehicle.</li> <li>• Willingness to travel around the county and to attend some regional/national meetings.</li> <li>• Flexibility to work outside normal hours occasionally and to work at other sites.</li> <li>• Enhanced DBS check will be required.</li> <li>• Commitment to promoting equality and diversity and an ability to implement this ethos in a practical, non-judgemental way throughout your work</li> </ul>	