

BM June 2022

Dear Applicant,

**Re: Business Manager**

Thank you very much for your interest in Healthwatch Warwickshire. Please find enclosed an application pack consisting of:

- A copy of the job advert
- Job Description and Person Specification
- What we can offer you

You can download guidance notes for completing the application form and the application form on our website [www.healthwatchwarwickshire.co.uk](http://www.healthwatchwarwickshire.co.uk)

**The closing date for applications is Friday 12<sup>th</sup> August 2022**

Completed applications may be returned via email to [info@healthwatchwarwickshire.co.uk](mailto:info@healthwatchwarwickshire.co.uk)

**Interviews will take place on Friday 2<sup>nd</sup> September 2022**

We look forward to receiving your application and thank you for your interest.

Yours sincerely

Chris Bain

Chief Executive

[Job advert](#)

**Your spotlight on local services**

Healthwatch Warwickshire CIC, 4 & 6 Clemens Street, Leamington Spa, Warwickshire, CV31 2DL

Telephone: 01926 422823

[info@healthwatchwarwickshire.co.uk](mailto:info@healthwatchwarwickshire.co.uk)

[www.healthwatchwarwickshire.co.uk](http://www.healthwatchwarwickshire.co.uk)

Company Interest Company 8181496

BM June 2022

## **Healthwatch Warwickshire are recruiting a Business Manager**

The post of Business Manager is home-based with occasional travel within Warwickshire.  
An office base is available in Leamington Spa  
£30,000 per year FTE (pro rata)  
Part-time, 25 hours per week  
Permanent

Healthwatch Warwickshire is the independent health and social care champion. From Shipston to Atherstone and everywhere in between, we make sure that NHS leaders and other decision makers hear the voice of patients and the public and use feedback to improve care.

We are seeking a Business Manager who can help us in developing Healthwatch Warwickshire's strategic priorities and business plan.

The postholder will use their skills to provide leadership on operational delivery and monitoring of progress against priorities and to manage financial resources in line with the direction and policies set by the Board

The post holder will also have excellent verbal and written communication skills and be able to work on their own initiative, whilst being a strong team player.

If you are interested in this role, please download an application pack from [www.healthwatchwarwickshire.co.uk](http://www.healthwatchwarwickshire.co.uk)

Please complete the required forms and follow the guidance notes.  
No CV's please.

For an informal discussion about the role please call the Chief Executive, Chris Bain  
[Telephone 07873 811971](tel:07873811971)

Closing date: **Friday 12<sup>th</sup> August 2022**

Interviews: **Friday 2<sup>nd</sup> September 2022**

## **Your spotlight on local services**

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Job description for: Business Manager

<b>Job Title: Business Manager</b>
<b>Salary:</b> £30,000 per year FTE (pro rata) <b>Hours:</b> 25 hours per week <b>Contract:</b> Permanent
<b>Job Purpose</b>
<p>Healthwatch Warwickshire is an outward facing community interest company. We work directly with and alongside communities to ensure that the voices of patients and the public are properly heard when decisions about their health and social care services are being made.</p> <p>We are looking for a motivated Business Manager to lead the operational delivery of Healthwatch Warwickshire's services.</p>
<b>Key responsibilities</b>
<p>Providing leadership to the Engagement and Outreach Team and Central Support. Reporting to the Chief Executive</p>
<p>Managing financial resources in line with the direction and policies set by the Board working within the board Scheme of Delegation</p>
<p>Managing external contractors and consultants</p>
<p>To support the Chief Executive in ensuring that HWW fulfils its statutory, governance and contractual obligations</p>
<p>To work with the Chief Executive in developing Healthwatch Warwickshire's strategic priorities and business plan</p>
<b>Operational Delivery</b>
<p>Management of all operational financial resources, including those associated with payroll and external contractors. Working with the Finance Assistant, preparing routine finance reports for the Chair of the Finance and Audit Group for reporting to Board. Reporting any material variances or other issues of concern to the Chief Executive and the Finance and Audit Group</p>
<p>Working with the Chair of the Finance and Audit Group and the Chief Executive to prepare the Annual Budget and subsequent budget reviews for approval by the Board</p>
<p>Working with the Chair of Finance and Audit Group, the Finance Assistant, and the Chief Executive to prepare for Annual Audit, and prepare Annual Accounts for approval by the Board and submission to Companies House.</p>
<p>To provide line management for all operational staff (including out-sourced contracts) by:</p> <ul style="list-style-type: none"> <li>• setting realistic targets against the organisational workplan</li> </ul>

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<ul style="list-style-type: none"> <li>managing staff performance against the targets</li> <li>supporting staff to deliver improvements.</li> </ul>
Identifying and addressing training and development needs.
To ensure the provision of support for the Operations Committee and the Finance and Audit Group.
Ensuring that HR policies and practices are consistent with statutory obligations and best practice as determined by the Operations Committee.
Identify and implement business improvement opportunities (including operational processes and working practices) to ensure effective ongoing delivery of organisational priorities.
Support the Communications and Insight lead in the preparation of the Annual Report and the Performance Report.
<b>Day to day running of the business</b>
Ensuring there are appropriate financial and human resources to meet the day to day requirements of HWW
Ensuring office supplies are available to meet day to day requirements
To ensure all equipment and premises are safe and fit for purpose
Annually review the board Scheme of Delegation with the Chief Executive and Chair of the Finance and Audit Group
<b>Controls and monitoring</b>
Maintenance of effective support and supervision processes for operational staff
Monitor progress against the work plan and report to the Chief Executive
Ensure there are processes to collect relevant and robust data regarding HWW's activities, outputs and impacts (where measurable), <ul style="list-style-type: none"> <li>Ensuring the data collated is used to <ul style="list-style-type: none"> <li>inform strategic priorities and operational improvements.</li> <li>Support the preparation of the quarterly reports to the HWW Board and to WCC</li> <li>Support the preparation of the Annual Report</li> </ul> </li> </ul>
<b>Reporting</b>
Reporting day to day operational issues to the Chief Executive
Working with Communications and Insight Manager to ensure effective reporting of HWW's performance to commissioners in relational to contractual agreements

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Ensure effective reporting on financial matters to the Board and Finance and Audit Group
Ensure effective reporting on other operational matters to the Operations Committee
<b>Structure and Management</b>
The post holder will report to the Chief Executive.

<b>Person Specification for Business Manager</b>
<b>Knowledge, skills experience and abilities</b> <b>(The knowledge, experience, skills and abilities required for satisfactory job performance)</b>
<b>Essential attributes</b>
<b>Knowledge</b>
The postholder must have proficient knowledge in the following areas: <ul style="list-style-type: none"> <li>• Office and staff management</li> <li>• Ability to maintain a high level of accuracy and confidentiality</li> <li>• Data protection legislation</li> <li>• Business governance</li> </ul>
<b>Qualifications</b>
Degree qualified or equivalent work experience
<b>Experience</b>
The postholder should have the following experience to be able to perform in this role <ul style="list-style-type: none"> <li>• Working in an office environment and managing small teams</li> <li>• Working with volunteers and third parties</li> <li>• Building Teams and motivating employees and volunteers</li> <li>• Managing Projects</li> </ul>
<b>Skills</b>
The postholder must demonstrate the following skills: <ul style="list-style-type: none"> <li>• Excellent business, financial and management skills</li> <li>• Excellent interpersonal and team building skills</li> <li>• Analytical and problem solving skills</li> <li>• Effective verbal and listening communication skills</li> <li>• Attention to detail and high level of accuracy</li> <li>• Effective organisational skills</li> <li>• Effective written communications skills</li> <li>• Effective time management skills</li> </ul>

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<b>Personal Attributes</b>
<p>The postholder must maintain strict confidentiality in performing the duties of the post. They must also demonstrate the following personal attributes: -</p> <ul style="list-style-type: none"><li>• Self-Motivated</li><li>• Energetic and enthusiastic with a commitment to continuous improvement.</li><li>• Show initiative in the ability to find solutions to new and complex problems.</li><li>• Be honest and trustworthy</li><li>• Be respectful</li><li>• Patient and reliable</li><li>• Possess cultural awareness and sensitivity</li><li>• Be flexible</li><li>• High personal integrity</li><li>• Demonstrate sound work ethics</li></ul>
<b>Desirable Knowledge skills and personal Attributes</b>
<ul style="list-style-type: none"><li>• Knowledge of and experience with social Media Marketing</li><li>• Genuine interest in health and social care</li><li>• Excellent IT and internet skills</li><li>• Excellent networking skills</li></ul>
<b>Other requirements</b>
<p>DBS check Be able to attend meetings at our office in Leamington Spa and other events as required.</p>

For more information:  
<http://www.healthwatchwarwickshire.co.uk>

## What We Can Offer You

**Annual Leave** - 25 days plus statutory bank holidays. FTE (pro rata)

**Flexible Working** - A flexible working policy that provides employees flexibility in working hours and the ability to acquire toil (time off in lieu).

**Employee Development** - Active encouragement not only to assist performance in the current role but also for the benefit of personal development.

**Occupational Pension** - HWW complies with Pension Auto-Enrolment Legislation. Eligible employees will be subject to auto-enrolment into the HWW Occupational Pension Scheme. HWW will contribute 3% of gross salary into the employees' pension fund and employees are contractually required to contribute with a 5% contribution.

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This will apply to all employees if they fall above the statutory earnings and age bands requiring automatic enrolment.

Employees not meeting the eligibility criteria have the option to join the scheme on the same contribution basis.

Further details of HWW pension scheme will be provided to you during your induction.

Assessment to entitlement for new employees will be deferred for three months pending completion of the probationary period.

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