

Senior Engagement Manager

Salary £43,060 per annum
Fixed term until 31st December 2024

Closing date: 10th March 2024

Location: Agile working with some travel within the relevant region and to offices in Leeds and London



The NHS Confederation is an independent membership body that brings together and speaks on behalf of organisations that plan, commission and provide NHS services in England, Wales and Northern Ireland. We represent hospitals, community and mental health providers, ambulance trusts, primary care networks, and integrated care systems.

We have offices in England, Wales, Northern Ireland and Brussels.

The NHS Confederation’s members are drawn from every part of the health and care system and join 560+ organisations connected to the NHS Confederation.

We have three roles:

- to be an influential system leader
- to represent our members with politicians, national bodies, the unions and in Europe
- to support our members to continually improve care for patients and the public.

Our values

- Respectful
- Inclusive
- Bold
- Collaborative
- Act with integrity

For more information on who we are, please visit:

<https://www.nhsconfed.org/what-we-do>

Commitment to equality, diversity and inclusion

The NHS Confederation is an anti-racist organisation committed to equality, diversity and inclusion. The Confederation recruits, develops, promotes and values people without regard to race, religion, gender, gender identity or expression, sexual orientation, national origin, disability or age. We are particularly interested in applications from individuals from black, Asian and ethnic minority communities.

About our Directorate



NHS Employers is the employers' organisation for the NHS in England. It is part of the NHS Confederation and contributes to its strategic priorities to become the recognised voice of leadership across all parts of the health system and to make tangible improvements in key areas of policy and practice that are most critical to achieving a sustainable health and care system.

The **National Engagement Service** is a key part of NHS Employers and is active within the NHS Confederation.

We are skilled at building and maintaining purposeful and trusted relationships. Our peer networks of workforce leaders are characterised by collective participation, shared value, common purpose, co-operative structures, collective intelligence and a sense of community. These networks run on a geographical and national level and we also have a range of personalised relationships at a local and individual level.

Enhancing and promoting partnership working between employers and trade unions is a substantial part of our purpose and one which we excel at through jointly championing positive working cultures. We enable effective connectivity between national and regional social partnership forums and deliver 9 regional partnership forums.

Aims

- **Connect** - To connect with HR directors (HRDs) through our regional networks so we can share learning and best practice.
- **Inform** - To ensure that HRDs are kept up to date on current issues, key developments and information from across the healthcare system.
- **Influence** - To highlight opportunities where the HRD community can influence and shape policy as well as the implementation plans, in order to meet their needs.
- **Challenge** - To stimulate discussion and innovation amongst HR professionals by exploring the latest research and thinking within HR practice.

The role

Senior Engagement Manager
National Engagement Service



Please download the [job description](#) for full details

Key responsibilities and accountabilities

WORKING WITH PEOPLE LEADERS AND TRADE UNION COLLEAGUES

- Work alongside the Chairs of our Regional networks to support the design and development of vibrant network meetings that create opportunities for learning and working collaboratively to implement the NHS Long Term Workforce Plan and make the NHS a better place to work.
- Support senior workforce leaders to access thought leadership and evidence-based practice, create the time to collectively horizon scan and navigate opportunities for the ‘future of work’ and the ‘future of the HR profession.
- Create meeting content for RSPF meetings that enable partners to achieve and build productive relationships
- Develop and maintain constructive relationships with trades union partners to ensure high levels of participation and engagement with RSPFs.
- Work with RSPF co-chairs to identify areas for partnership working.
- Support connectivity between national and regional SPFs

GATHERING AND SHARING INTELLIGENCE AND INSIGHT

- Lead the collation of your regional team’s intelligence and provide support to colleagues to enable the contribution to the NES intelligence and insight model.
- Lead the analysis of intelligence to identify, organise, and report patterns or themes.
- Confidently report on intelligence and insight using both quantitative and qualitative data, relating outputs to relevant policy. This will be reported through various media including written reports, our Customer Resource Management system, and verbal updates to the organisation.
- Provide assurance that the insight developed from the data and intelligence accurately reflects the current themes and identifies emerging issues.
- Lead work to create a bespoke comms strategy for NES. With support from the NES senior team and connecting with the internal comms team.
- Provide expert advice on the most effective way to respond to requests for information/feedback from stakeholders including DHSC, NHS Confederation colleagues and NHS Employers leadership and programme team colleagues.



Person specification



Essential criteria

1. Experience influencing and developing effective and purposeful relationships with colleagues and external partners/stakeholders
2. Experience of HR and workforce issues, with knowledge of the NHS and wider health and care system
3. Experience of designing workshops and meetings for an audience of senior leaders
4. Experience of working in a busy environment and delivering effective communications from across different perspectives with the ability to prioritise, coordinate activity and manage competing deadlines
5. Developing content based on intelligence and insight from workforce leaders that is well articulated and correlates key themes and trends
6. Line management experience
7. Ability to identify and handle complex issues, use data and intelligence to identify themes and develop insight
8. Ability to work as part of a team and operate across a matrix working model

Desirable criteria

1. Experience of CRM or similar
2. Experience of remote working
3. Research experience

Our offer



<p>Terms of appointment</p> <p>Salary £43,060 per annum, plus £4,000 London weighting if applicable</p> <p>Base Agile working with travel within region and to Leeds and London</p> <p>Annual leave 30 days + bank holidays + Christmas closure and opportunity to buy/sell 5 days</p>	<p>Pension Salary exchange pension scheme administered by Scottish Widows. 6% Employer Contribution and minimum 3% (max. 25%) employee contribution.</p> <p>If you are currently a member of the NHS Pension Scheme and have not had a break in contributions for more than 12 months, you can continue with that scheme for up to five years from joining the organisation.</p>
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Staff networks

Our staff networks provide a platform for our employees to be part of groups that inspire movement towards a more inclusive workplace by ensuring everyone's voices are heard and diversity is celebrated. Our current networks are:

- BAME Network
- Disability Inclusion Group
- Carers Network
- LGBTQ+ Network
- Menopause Wellness Group

What else can we offer you?

Looking after you.....

- My Gym Discounts
- Eye test
- Flu Jabs
- Employee Assistance Programme (with access to 24/7 wellbeing app)
- Flexible working & Agile working

Looking after your pennies.....

- Enhanced maternity/paternity/adoption/sickness pay
- Death in service benefits
- Salary finance (offering products linked to your salary and financial education)
- Access to the Health Service Discounts website
- Salary Sacrifice schemes such as cycle to work and green car lease scheme

We also have some great groups set up across the Confed; one for the pet lovers is 'Pets, Pets, Pets' and if you love baking, we have the 'The Great Confed Bake off' group where people show off their amazing bakes as well as their epic baking fails!

Application process



To apply for this post, you will need to complete the online application process.

1. **[Access the online application form here.](#)**
2. **Submit your application** by no later than 11:55pm on 10th March 2024
3. **Interviews and assessment** will take on w/c 18th March 2024

If you would like an informal conversation about these roles, we would be delighted to hear from you.

You can contact our Assistant Director, Gayna Deakin on her email

Gayna.deakin@nhsemployers.org

Or

You can contact one of Senior Engagement Managers:

Jenny.Hawkins@nhsemployers.org

Rebecca.Shakespeare@nhsemployers.org

Working at the NHS Confederation & Our Values

[Hear what our employees say about what it is like to work for us here.](#)

Our values, developed and informed by staff, define who we are, underpin how we behave and guide the decisions we make.

[Watch this video to see what they mean to us](#)

