

Job description

Job title:	Q Head of Community Networking and Development
Reporting to:	Q Deputy Director
Salary:	£57,368 - £69,321 per annum (depending upon experience) plus excellent benefits
Contract type:	12 month fixed-term contract
Hours per week:	37.5 hrs a week (flexible working requests will be considered)

Our office base is Central London and we are currently trialling a hybrid working pattern. The post holder should expect to be present in the office 1-2 times a week, combined with home working. We are trialling 10am to 3pm core hours Monday to Friday, with flexibility around these times.

The Health Foundation

We are an independent charity committed to bringing about better health and health care for people in the UK.

Purpose of the role

This role will provide improvement expertise and leadership for several of Q's service areas.

At the heart of Q is a community of 1000s of people involved in improving health and care, who are inspired to join and learn with each other through our highly rated events and other activities. This role will oversee recruitment to the community and ensure a top-quality menu of networking and development offers, working with others to ensure we make best use of team capacity and build on connections across different aspects of our work.

A senior and outward-facing member of the Q leadership team, this post will bring broad expertise in approaches used to improve health and care. This will be combined with creativity and practical experience in how to enable learning and knowledge exchange. This post will provide flexible, senior experience across several of Q's service areas, including a new offer for those leading improvement at national and regional level.

Comfortable steering a busy programme of activities, at different stages of design and execution, this post will also bring energy and expertise to fronting or facilitating workshops while also contributing to longer term strategy.

Key responsibilities and outcomes

Overall Q strategic leadership

1. Contribute to the ongoing development of Q's overall vision and strategy, horizon scanning to ensure Q is well positioned to realise its ambitions. Work with the Deputy Director and Associate Director to progress strategic development in key areas relevant to the portfolio.
2. Contribute to the ongoing development of the conceptual basis for Q's strategy in relevant areas. Develop or bring knowledge of (a) health and care improvement (b) approaches to cultivating large communities (c) flexible techniques for building capability at scale and (d) enabling large scale change across regional / national systems. Explore ways in which the learning from Q can make a significant contribution to the field of improvement research and practice.

Service area strategy and leadership

3. Shape Q's portfolio of activities relating to growing the community and its learning and development. Consider how the overall portfolio should evolve so that Q makes best use of available skills and capacity and benefits from new opportunities and the challenges of a changing context, while ensuring that any growth is sustainable and manageable. During a period of growth and evolution for the team, the exact portfolio will be agreed on appointment, with a degree of flexibility expected throughout the year.
 - Oversee delivery of the strategy for more than tripling community membership over the decade ahead. Work with others to ensure that member experience, engagement and the dynamism of the community improves in parallel to the community growing.
 - Shape Q's professional development offer so that Q's resources, visits and events meet member needs and supports Q's overall theory of change.
 - Contribute to an offer for organisations leading change at national and regional level. Oversee the design of peer learning events for senior and influential staff and the insights that we contribute and take from this work.
4. Work with the leads of Q's functions to identify quality outcomes and the resources needed to deliver the objectives for each service area. Work collaboratively to ensure effective use of capacity across the whole of Q, anticipating and proactively addressing conflicts and managing risks to delivery. Be accountable for the effective use of funding and other resources available to Q for these service areas.
5. Role model a culture of learning and improvement, using appropriate data and insight to guide decisions. Work with the evaluation and insight team to ensure appropriate mechanisms are in place for evaluating services and using learning that emerges.
6. Ensure the Foundation's commitment to social justice and responsiveness to cultural diversity is demonstrated in all activities the post holder is involved in. Actively participate in work on equity, diversity and inclusion as relevant to Q, in particular as this relates to the service areas for which the post is responsible.

Collaboration, partnership development and stakeholder relationships

7. Build relationships with leaders within the Q community and in Q's key partner and stakeholder organisations, to promote Q, and draw in ideas and expertise.
8. Build strong connections with others in the Health Foundation to ensure synergy with work underway as relevant and to exchange learning with other comparable initiatives.
9. Anticipate and contribute to Q's governance processes. Ensure high-quality materials and act as a spokesperson for the service portfolio when taking updates or proposals through Q governance processes.

Facilitation, communications and influencing

10. Act as a highly visible spokesperson for Q. Build a reputation for high quality presentations, reports and other outputs that reflect the insights and values behind Q.
11. Oversee, or contribute to the content and design of our flagship development offers. Chair, facilitate or otherwise support individual events and activities.
12. Bolster the reach and impact of Q through influencing in relation to areas for which the post is responsible. This includes for example understanding work underway in health and care to build improvement capability building which Q should seek to influence and building links with relevant individuals.

Team leadership

13. Provide inspiring leadership for the Q team members working to deliver the service area portfolio for which this post is responsible. Help set the tone and culture: encouraging a collaborative, learning and results-orientated approach. Work with staff to provide a strategic steer on the content of the work and in other areas providing coaching and support that empowers others to lead areas.
14. Contribute to ensuring the deliverability of Q's overall workplan, forward planning and course correcting as necessary to get the right balance between stretching capacity and making sure workloads are manageable. Encourage working in smart and agile ways that deliver what matters to beneficiaries and funders. Role model collective responsibility and collaboration that avoids silo working to maximise Q's overall impact.

Wider contribution

15. Provide expert input on the reality of improving health and care and in improvement approaches to other parts of Q's services as needed, helping forge connections to others in the field as relevant. This might include for example, advising on improvement-specific elements of our broader communications or insight activity.
16. Contribute to corporate activities and initiatives, such as staff meetings, cross-Foundation leadership and development programmes and other corporate projects as necessary. The postholder will be expected to show active initiative in developing their professional expertise, and to demonstrate commitment to the Health Foundation's key behaviours: Working Together; Achieving Impact and Discovering and Learning.

Person specification

Criteria	Assessment (Application, Interview)	Essential / Desirable
Understanding of health and care and improvement		
An understanding of health and care in the United Kingdom, with some understanding of Ireland. Knowledge of the distinctive roles that different groups and organisations play in improving quality and performance of health and care and specifically building improvement capability and securing the adoption of new practices.	Application / Interview	E
Advanced understanding of a number of approaches to improving health and care, with a strong overview of the field as a whole. Strong personal credibility in the theory and practice of improvement, with a good personal network of people active in improving health and care in the UK and Ireland.	Application / Interview	E
Networks, engagement and development expertise		
A track record of developing networks / communities and working in partnership with other bodies to further organisational objectives. Naturally collegiate and comfortable navigating both the formal and informal aspects of effective collaboration. Exceptional networking skills, able to create the conditions for effective connections and collaboration between groups in the moment and over time.	Application/ Interview	E
Highly developed oral and written communication skills, with the ability to communicate complex ideas in a way that connects with diverse audiences. An effective advocate for Q, able to convince through personal credibility.	Interview	E
Advanced facilitation and chairing skills. Event design and delivery experience, including interactive events for large numbers of people. A strong understanding of the theory and practice of professional development, in particular peer learning and learning within flexible, community contexts.	Application / Interview	E
Collaborative leadership and management		
Works collaboratively. Is flexible and consistently listens to take account of the views of others. Open, communicative and approachable.	Interview	E
Works as part of a team towards a common mission, takes initiative within role and contributes more widely to the Foundation's work. Understands the need to work with risk sometimes. Enables decisions to be made by the right people, in the right place and at the right time.	Interview	E

Strategically creative while being able to ensure delivery of a high profile, multi-strand work programme. Strong and flexible programme and budget management experience.	Application	E
Experience leading a project team. Evidence of success in empowering and motivating individuals to give their best, including influencing beyond formal line management.	Application/ Interview	E
Highly motivated and not easily discouraged, leading others by example. Confident and resilient, able to engage in robust debate about priorities internally and externally.	Application / Interview	E
Commitment to diversity and inclusion in employment and service delivery.	Application / Interview	E
Experience of user-centred approaches to working, collaborative design and co-production with diverse groups, including service users.	Application	D
Learning and analysis skills		
Able to learn from experiences, successes and mistakes and support a team to do so. Able to test and experiment with new approaches to improve knowledge and practice.	Interview	E
Strong analytical skills with experience of developing rigour in argument, for example through publications and / or conference presentations.	Application	E
Understanding of research and / or evaluative methods; and how to use evidence effectively, including in relation to (a) learning and development interventions and (b) complex or emerging initiatives, where the evidence base may be partial or contradictory.	Application	D