

Job Description & Person Specification

Job Title:	Gloucestershire Maternity and Neonatal Voices Partnership Strategic Lead (Expert by Experience)
Responsible to:	Evolving Communities CEO
Salary:	£25,523 per year (FTE £42,538)
Hours:	22.5 hours a week, flexible working Mon–Fri. There is some flexibility in when hours can be worked, although we will need to balance accommodating flexibility with the needs of the service.
Location:	Flexible home-based working with some work at various sites across Gloucestershire
Contract:	Fixed term to 31 March 2027 (with potential for extension in line with commissioned contract).
Annual leave	25 days pa (pro rata) and public holidays
Pension:	Contributory pensions scheme (employer contribution 7% and employee contribution 5%)
DBS:	The successful candidate will need to undergo a Disclosure and Barring check

About us

Evolving Communities is a Community Interest Company that helps local people and organisations shape the way health and social care services are run in their communities. Evolving Communities provides bespoke consultancy services – specialising in evaluation and public engagement as well as supporting the work of independent health and social care champions Healthwatch Dorset, Healthwatch

Wolverhampton and providing the hosting and support arrangements to Maternity and Neonatal Voice Partnerships across Cornwall and the Isles of Scilly, Devon, Dorset, Gloucestershire and Somerset.

Gloucestershire Maternity and Neonatal Voices Partnership (MNVP)

Gloucestershire MNVP aims to provide high-quality services to the public and to our stakeholders, adhering to the principles of best practice, promoting equal opportunities and working positively with all of Gloucestershire's diverse communities. Gloucestershire MNVP is a forward-thinking organisation and the people who work for us must be committed to developing and enhancing the services we provide.

Evolving Communities (EC) hosts Gloucestershire MNVP who are the formal service user voice partner of Gloucestershire Local Maternity & Neonatal System (LMNS). The organisation works in a strong and effective manner with key senior stakeholders across the system to translate and champion coproduction, critical friendship, and meaningful involvement.

About the role

The Strategic Lead for Gloucestershire MNVP is responsible for delivering the agreed objectives of the partnership and is expected to use their influence to drive the delivery of highly effective and visible outcomes. The Strategic Lead will line manage and support all MNVP team members.

The Strategic Lead will represent Gloucestershire MNVP at local, regional and national maternity and neonatal meetings and events and provide independent challenge and scrutiny based on evidence gathered from service users, parents/carers and professionals from the projects.

As the Lead for service user voice, you will lead the organisation to identify and engage with pregnant women and people, parents, and their families at every level of change to enable authentic coproduction. You will lead and enable Gloucestershire MNVP to deliver projects focussed on improving the quality of care provided for maternity and neonatal service users through the lens of Lived Experience; you will use your lived experience to identify key strategic barriers to providing high quality care as defined by people and families and co-create solutions. This will include the coproduction, with other team members and experts both within and outside the team to produce supporting guidance, tools, and technologies. We are particularly keen to consider how we can best reach groups who are marginalised and how we can coproduce with these communities in a way which is meaningful and authentic to them.

Main responsibilities of the role include:

Leadership

- Build strong influential relationships with providers, commissioners and local system partners at all levels, including cross border working, to break down barriers, ensure the voices of families are heard and the programme priorities reflect the views of the community.
- Support the system to recognise and understand the voices of families and use the intelligence gained to significantly influence quality, safety and productivity.
- Act as a leader for change ensuring that all activities and plans are effective and fresh, in line with current evidence, thinking and practice and reflective of intelligence gained through engagement.
- Recruit and manage a team to deliver on specific projects and respond to ongoing engagement and involvement needs of the local maternity and neonatal system.
- Represent and promote service user voice at board level within the local system, regionally and nationally.

- Chair relevant multi professional meetings.
- Use intelligence gained through the work of the MNVP to support senior leaders to develop operational and strategic plans that contribute towards the agreed transformation and quality surveillance deliverables.
- To build robust networks regionally and nationally to feed into regional and national training and engagement events.
- To be fully up to date with national reports, guidance, and policy to ensure work locally aligns and delivers the required outcomes.
- Lead on responding to statutory, national reports and guidance, ensuring MNVP and service user voice contribution is centred.
- To influence national and regional policy and represent the voices of our local population and services at a regional and national level.
- Champion the voices of marginalised and disadvantaged groups at all levels and influence strategic plans to ensure equity and accessibility of services.

Planning, Development and Delivery

- Develop the programme in partnership with the commissioning organisation, ensuring alignment with the LMNS programme deliverables and priorities.
- Manage and deliver on time and within budget, complex multifaceted engagement and transformation projects for maternity, through a standardised system wide methodology process including setting goals, objectives, resources, milestones and measures of success which deliver significant change and sustainable improvement.
- Enable transparency across the quality and safety surveillance agenda by attending and meaningfully contributing to local governance, audit and safety meetings. Bringing the voice of the service user to the heart of the quality and safety agenda.
- Using the information and intelligence gained through engagement to influence and provide critical friendship.
- Work collaboratively across the system and with VCSE organisations to ensure your team are able to engage with diverse groups of families so you can

present an accurate and representative view of the local population, including voices from those communities that are disadvantaged or marginalised.

- Develop and support an ongoing plan for engagement that is responsive to the needs of the system and ensures coverage of the whole geographical area of Gloucestershire.
- Ensure that the relevant boards and committees are presented with regular updates and reports as required to provide assurance on the function of the MNVP.
- Report regularly on the intelligence gathered within the community, sharing the voices of those using the service and ensuring feedback is heard by senior leaders across the system.
- Ensure that all Transformation projects and safety initiatives are built on a solid foundation of Engagement, transparency, and support.
- Work with project managers and research analysts to develop relevant, timely actionable metrics and measures to track performance.
- Ensure that evidence-based practice is fully and effectively deployed where possible in all projects and is informed by diverse, recent feedback and involvement of service users.
- Apply creativity and innovation techniques to the projects including learning from non-healthcare sectors especially to ensure accessibility and diverse representation.
- Through supporting others, ensure efficient management of projects of work ensuring the maximum return on investment and the delivery of excellence, in line with the values of Gloucestershire's Integrated Care System.
- Ensure a focus on objectives which deliver the agreed deliverables of safer, more personalised, equitable care for all.
- Ensure alignment of projects with the wider transformation and quality surveillance agendas, locally, regionally, and nationally.
- Provide regular written programme reports as required.
- Scope and support the development of business cases as and when required to secure investments required to achieve sustainable change.

- Lead the development of an organisational workplan which will deliver over the next 12 months.
- Participate in board level governance and safety meetings as appropriate in order to comply with NHS guidance.

Communication

- Identify, involve, and incorporate the views and needs of patients, the public, NHS staff, stakeholders and ensure their voices influence all stages of work.
- Liaise regularly with system partners including NHS providers, local authorities and VCSE partners to maximising co-operation and multi-agency working.
- Support the development of ongoing communications for social media, website and printed materials to engage and inform diverse communities
- Lead on exploring innovative engagement tools and techniques to reach and communicate with diverse communities.
- Communicate and present highly complex information to a wide range of internal and external stakeholders using formal reports and data analysis to track and communicate trends and themes.
- Where necessary, have robust and challenging conversations with providers, championing the voices of families and using this intelligence to positively challenge where appropriate.

Health and care workforce development

- Develop and enable, involvement of the MNVP and service user voice in staff training programmes and culture development across the integrated care system.
- Lead the ongoing improvement of the MNVP through staff engagement.
- Working with the senior team within the ICB, LMNS and provider trust to develop the capacity and capability of the organisations to deliver on the required transformation and safety agendas.
- Maintain an understanding of, and contribute to, best practice nationally and internationally to support the strategic development and improvement of maternity and neonatal services.

- Provide leadership and development to Transformation, clinical leaders and project management staff working on projects as required.
- Develop and promote best practice for involving and valuing service user voice in both transformation and quality surveillance across the organisation. Supporting continued culture development to embed a safe learning culture.

System governance responsibilities

- Report to governance committees and support effective governance to support learning from risk management systems, investigations, reviews, processes, and audits to be shared, embedded and used to continually improve practice, mitigate risks and improve patient safety.
- Provide independent transparency and critical friendship at senior level to support system assurance that learning is shared and governance processes are robust.
- Support and champion a safe reflective culture with all organisations. Creating a psychologically safe space for everyone to speak openly and feel heard.

Accountability and project governance responsibilities

- Ensure compliance with information governance, confidentiality, and data sharing requirements.
- Support EC with management and reporting of MNVP finance and budget.
- Maintain professional relationships and positively challenge where appropriate, while functioning in a sensitive and responsive climate.
- To create an inclusive working environment where diversity is valued, everyone can contribute, and ensure we meet our duty to uphold and promote equality.

Key competencies

- Actively participate in team meetings and attend other external meetings as advised by the line manager.

- Support the Management team and other staff in ensuring the aims and objectives of Gloucestershire MNVP and Evolving Communities CIC are achieved to a high standard.
- Take all reasonable precautions to ensure the health and safety of yourself and others in accordance with Evolving Communities CIC health & safety manual.
- Adhere to organisational policies and procedures.
- Contribute to the achievement of annually set individual and team targets relating to the Business Plan.
- Actively participate in regular 1:2:1s and annual appraisal.
- Represent EC and Gloucestershire MNVP in a knowledgeable and professional manner at all times.
- Maintain appropriate professional boundaries at all times.
- Identify own training and development needs in conjunction with your line manager and participate in training opportunities as agreed.

The above duties are indicative of the requirements of the post at the time of recruitment. You will be expected to undertake other duties as may be reasonably required commensurate with the post, within other areas of work within the scope of Gloucestershire MNVP and Evolving Communities CIC projects.

Please note this job description is intended to provide a guide to the general duties and responsibilities of the role – the post holder is expected to adopt a flexible approach to the tasks. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Gloucestershire MNVP and Evolving Communities CIC.

PERSON SPECIFICATION

Gloucestershire MNVP Strategic Lead		
	Essential	Desirable
Education Qualifications:	Educated to degree level in a relevant subject or equivalent level of qualification or significant relevant previous experience.	
	Commitment to continuing professional development.	
Experience/ Knowledge:	Expert by lived experience of maternity/neonatal services.	Experience leading and facilitating co-production and involvement in. healthcare settings, social care, or voluntary/ third sector organisations using innovative, inclusive tools
	Extensive experience of national, regional and local drivers for transformation and quality surveillance across Maternity and neonatal services	
	Experience of leading on partnership working together with a wider range of people from different backgrounds and organisations to influence, plan and implement a programme of transformation and quality surveillance work.	
	Understanding of how care and support is delivered via maternity, neonatal and parenting support services across the pathway.	Understanding of Adult and Children's Safeguarding
	Understanding and experience of leading on multifaceted programmes of work	
	Proven ability to work under pressure, prioritising workloads and meeting deadlines	
Skills/ Personal Attributes:	Excellent planning and organising capabilities.	
	Excellent time management and problem-solving skills.	
	Ability to develop an inclusive, team-based approach to problem solving and decision-making	
	Ability to support and manage a team of people to work effectively and achieve agreed outputs	



	Ability to respond to changing demands and able to identify a need to reprioritise	
	Ability to work on own initiative, organising and prioritising own workload to tight deadlines	
	Knowledge of Microsoft software applications (outlook, word, excel and PowerPoint etc.)	
	Ability to understanding the link between strategic decisions and direct patient experience of care	
	Ability to understand complex clinical information and policy and translate into accessible discussion to support diverse involvement	
	Attention to detail and accuracy with the ability to transcribe accurately	
Interpersonal skills	Works well with others, is positive, compassionate, and helpful, listens, involves, respects, and learns from the contribution of others	
	Well-developed delegation, people and workload management skills	
	Well-developed verbal/written communication skills	
	Ability to prepare and produce concise, insightful communications for dissemination to senior stakeholders and a broad range of stakeholders as required	
	Ability to communicate complex information to different stakeholders internally and externally	
	Experience in managing challenging conversations with a variety of stakeholders	
	Demonstrate willingness and ability to challenge existing practice	
	Ability to hold space for multiple, contrasting opinions and worldviews while maintaining safety for marginalized groups	
Values and behaviours	Commitment to improving quality and the outcomes and experiences of people who use maternity services	

	Recognises and understands the benefits of co-production and involvement in improving the quality of care people receive	
	Champions and actively encourages diversity and difference in the workplace	
	Ability to make a connection between their work and the benefit to patients and the public	
	Actively develops themselves and supports others to do the same	