

Membership and Governance Officer

Job Description & Person Specification –

A summary of the role responsibilities and person specification

Why Our Trust?

Terms and conditions

Post – Membership and Governance Officer

Division – Trust Services, Trust HQ

Department – Corporate Governance Team/Trust Secretariat

Band – 5

Salary - £24,907 - £30,615 pa pro rata

Location – Trust HQ

Hours of work – Full-time

Contract length – Permanent

Annual leave – Up to 33 days dependant on NHS Service

Pension - The NHS Pension Scheme is a defined benefit scheme. Further details and outline of benefits can be found at: www.nhsbsa.nhs.uk/pensions

What you'll love about working here

We are outstanding! The CQC rated the organisation as Outstanding for services being caring and well-led. The Trust was the first in the country to go from Requires Improvement to Outstanding in 2017, and is now the first to do this and then retain this rating. The Trust is currently one of only seven in the country to have been rated Outstanding twice, and one of only three general acute Trusts to achieve this.

A digital exemplar- Being appointed as a Global Digital Exemplar means we can realise this vision by implementing digital technologies that will help us to transform the way we work and how we relate to our colleagues, patients and partner organizations.

Sustainable healthcare - We have joined the international movement to declare a climate emergency, recognising the impact climate change is having on the world. Climate change is labelled as the greatest threat to health in the 21st century, with a range of conditions related to heat, cold, extreme weather and air pollution predicted to rise. To lead the way in healthcare the Trust has set ambitious goals to become carbon neutral by 2030.

Access to further opportunities with the Trust

Apprenticeships are a great way to learn and earn on the job. UH Bristol and Weston provides a range of apprenticeships to support a huge number of career opportunities in clinical and non-clinical support services with apprenticeships starting at level 2 through to level 7.

As an organisation we encourage further development of all employees to progress upward within their chosen field.

About us

Our mission is to improve the health of the people we serve by delivering exceptional care, teaching and research every day.

Diversity & Inclusion

A core principle of the Trust is to ensure that patients and staff are treated with dignity and respect. Promoting equality, diversity and human rights and challenging any form of inequality, discrimination, harassment or abuse are central to the Trust's Values.

'Committed to inclusion in everything we do' is the ambition set out in the Trust's Workforce Diversity & Inclusion Strategy.

The Trust will not tolerate discrimination, harassment or bullying under any circumstances and particularly because of a characteristic protected by the Equality Act 2010.

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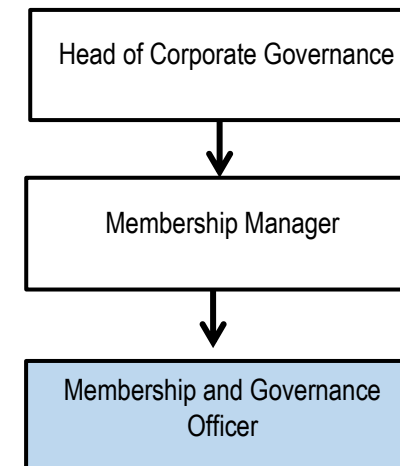
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Main Duties and Responsibilities

- To support UHBW's Foundation Trust Membership and Council of Governors
- To be the first point of contact for governor and membership enquires.
- To provide timely, relevant and regular communications to members and members of the public about the work of the Trust, the Council of Governors, and benefits of membership.
- To provide high-quality governor support including the administration of all aspects of governor meetings
- To provide day-to-day management of the public membership database
- To support the Membership Manager in delivering key engagement activities such as the governor elections process and the membership events programme
- To assist the wider Trust Secretariat by providing administrative support for Board Committee meetings and other corporate governance tasks

This job description and person specification are only an outline of the tasks, responsibilities and outcomes required of the role. The jobholder will undertake any other duties appropriate to the grade of the post as may be reasonably required by the Membership Manager

Organisational Structure



Key Relationships

The main working relationships for the post holder will be with the Membership Manager, Council of Governors and Trust Membership. It will also be necessary to build good working relationships with the Chair, the Director of Corporate Governance, the Trust Secretariat; members of the Board, the PAs to the Executive Directors; the Communications Team, the Public and Patient Experience and Involvement Team, the LIAISE Team (Youth Involvement Group), the Voluntary Services Team, and other teams and individuals both in the Trust and in the wider region with a role in involving the public in the work of the health service.

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Main Duties and Responsibilities

Membership Engagement

- To be the first point of contact for enquires about Foundation Trust membership including responding to requests and complaints.
- In conjunction with the Membership Manager provide copy for the monthly membership e-newsletter, and craft innovative messages about membership and governors for the Trust's internal and external media channels, including intranet, social media channels and public website
- With the Membership Manager, develop ways to raise awareness of membership among the general public and assist in the implementation of the Trust's Membership Engagement Strategy 2020-23, seeking opportunities to collaborate with other teams and external partners as appropriate.
- To support the planning, organisation and promotion of membership events such as the Annual Members Meeting. This involves attending some events outside normal working hours, to help oversee arrangements.
- To provide day-to-day management of the Foundation Trust membership database, ensuring it is kept fully up to date with new and departing members, and providing regular membership reports to the Membership Manager.

Governor Support

- In conjunction with the Membership Manager, act as an initial point of contact for governors and respond to their enquiries.
- To assist in the provision of timely and relevant information to governors and, on occasions, provide advice to governors in respect of corporate governance matters.

- Provide administrative support for governor meetings, including setting dates and booking rooms, communicating arrangements to attendees; preparation of agendas, drafting reports, preparation of meeting packs; taking minutes or notes; maintaining action trackers and ensuring the prompt follow-up of any agreed actions.
- Assist with the preparation and delivery of the governors' induction and training and development programme.
- In conjunction with the Membership Manager support the process for the election of governors.
- Support the maintenance and development of key procedural documents in respect of the operation of the Council of Governors (e.g. terms of reference, register of interests) and maintain governor lists and records.
- Assist with the production of the relevant Governor and Membership disclosure sections in the Trust's Annual Report.

General Duties

- To work flexibly across the wider Trust Secretariat supporting corporate governance processes, procedures and responsibilities, including minute-taking at formal Board Committee meetings.
- To assist in the provision of cover for the Corporate Governance Administrator and the Policy Administrator during periods of leave as appropriate.
- To provide cover for the Membership Manager during planned absences
- Other administrative tasks necessary for the smooth running of the membership service e.g. ordering stationery.

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Personal Profile - (E) = Essential (D) = Desirable

Knowledge and Experience

- Knowledge and experience of the NHS, including the Foundation Trust structure (E)
- Good knowledge of corporate governance procedures (D)
- Experience of working in either a communications role or a corporate governance role (E)
- Experience of producing clearly written reports and engaging communications (E)
- Experience of working in a busy office environment using organisational and general administrative skills(E)
- Experience of planning and organising programmes of meetings or events, including the use of virtual platforms (E)
- Experience of agenda planning, collation and distribution of meeting papers and following up on actions and taking high quality minutes of complex meetings (E)
- Experience of working with senior staff and with members of the public (E)
- Experience of working autonomously and on own initiative (E)

Skills and Abilities

- Excellent working knowledge of Microsoft Office (E)
- Excellent literacy and grammar skills (E)
- Good report writing and research skills (E)
- Well-developed skills in collating/interpreting information/data to support decision making (E)
- Ability to manage own workload and to make informed decisions, in some instances in respect of non-routine matters (E)
- Capacity to successfully juggle conflicting priorities(E)
- Ability to handle sensitive and confidential information and recognise the need for absolute discretion and confidentiality demands (E)
- Ability to recognise quickly conceptual links, gaps and overlaps between different pieces and streams of work (E)

Aptitudes

- Exceptional interpersonal, presentation and communication skills with a range of people both internal and external (E)
- Ability to influence and motivate others (E)
- Team player who can build strong working relationships with a range of staff (E)
- Ability to contribute to a culture of continuous improvement (E)
- Interest in the wider strategic issues facing the Trust (D)

Qualifications and Training

- Degree or equivalent professional qualification (E)
- Evidence of continual professional development(E)

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Transforming Care

Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation. Transforming Care is the Trust's overarching programme of transformational change. It enables staff to use a structured approach to continuously improve and innovates their services, strengthen our capability, and deliver our Trust's mission to improve the health of the people we serve by delivering exceptional care, teaching and research, every day.

Our Quality Improvement Academy is open to all staff and leaders across the Trust, and provides training to lead or take part in improvement and transformation activities in their departments and across the Trust. We will support staff to develop the skills and tools to improve services to deliver the best care to our patients and public.

Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act 2018 and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 2018.
- To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
- Always trace patient notes on the Patient Administration System

Maintain the confidentiality of their passwords / usernames and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.

Workplace health and wellbeing

The Trust Workplace Health and Wellbeing Framework applies to all employees, students and volunteers who are encouraged to take responsibility for their individual health and wellbeing and to promote the wellbeing of colleagues. Line managers must recognise the importance of health and wellbeing and take it into account when planning tasks and designing jobs.

Safeguarding Children and Vulnerable Adults

The Trust is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness. Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints. If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Everyone has a responsibility for contributing to the reduction of infections.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.

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