

Chair: job description, person specification and appraisal process

JOB DESCRIPTION

The Chair is the senior board member and is responsible for

- Ensuring HWH is well governed with robust policies and procedures in place
- Line managing the Executive Director
- Representing the organisation externally whenever appropriate, acting as an ambassador for the organisation, promoting its work and enhancing its reputation and credibility.
- Establishing and building constructive relationships with HWH's key stakeholders
- Supporting the Executive Director and advising the board regarding the strategic direction of HWH, the setting of priorities and the delivering of statutory and contractual obligations.
- Chairing board meetings, the AGM and other public engagement events where appropriate
- Taking the lead on the design, development and successful delivery of the annual Away Day.

PERSON SPECIFICATION CRITERIA

1. Knowledge and understanding of the statutory functions of HWH and Healthwatch England.
2. Experience of supporting and developing an organisation.
3. Experience of chairing professional and public meetings.
4. Excellent communication skills with proven ability to communicate with a range of people at all levels and the general public.
5. Proven ability to manage existing successful partnerships, alliances and working relationships with a range of organisations, stakeholders and communities and to build and consolidate new partnerships whenever required.
6. Proven ability to influence and negotiate successfully at a senior level
7. Sound knowledge of good practice in citizen consultation, engagement practice and service user voice representation.
8. Senior level expertise and interest in at least one of the following areas:
 - a. **Finance** - budget management and/or accountancy expertise
 - b. **Business Development** - a track record of income generation in challenging, competitive social and/or market driven business environments
 - c. **Market Research** - experience of consumer and market research used to improve service quality.
 - d. **Communities** - experience developing and or leading a community based organisation

9. To be a resident of the London Borough of Hackney, work in the Borough or access health and social care in the Borough and able to demonstrate knowledge and an understanding of the borough.
10. Experience of working within the public or voluntary sector at a senior level and in a complex decision-making environment.
11. Experience of helping the development of an organisation and enhancing its reputation.
12. An understanding of wider health and social care commissioning and delivery in England would be desirable.
13. Knowledge of the current health and social care environment in North East London would be desirable.
14. Be over the age of 18.

Exceptions

- Health or social care providers (and their employees) within Hackney or which supplies services to the population of Hackney;
- Commissioners of health and social care, commissioning services for Hackney;
- Hackney Borough Councillors
- Current employees of the London Borough of Hackney

APPRAISAL

The Chair will be appraised annually by the rest of the board, the Executive Director and selected members of staff/volunteers using a 360 Feedback form (below). The Board will assign a board member to collate responses from all appraisers before meeting directly with the Chair to share feedback and discuss/agree any action required.

360 FEEDBACK FORM

Feedback for Chair															
Please send to Appraiser: (name)															
<p>HWH is a diverse and united team. We believe warm encouragement and constructive challenge help us all to improve and therefore furthers the objectives of the organisation.</p> <p>Please give frank and specific feedback to the Chair - use examples wherever possible. Your responses will be anonymous but shared with the Chair. In particular, try to tailor your comments to some of the attributes below.</p> <p>Thank you very much for your help.</p>															
<p>Score the following criteria from 1 (poor) to 4 (excellent)</p> <table border="0"> <tr> <td>Listening</td> <td>Responding</td> </tr> <tr> <td>Managing meetings</td> <td>Planning</td> </tr> <tr> <td>Reporting</td> <td>Communication skills</td> </tr> <tr> <td>Reliability</td> <td>Flexibility</td> </tr> <tr> <td>Supporting</td> <td>Problem solving and decision making</td> </tr> <tr> <td>Ownership and accountability</td> <td>Motivating</td> </tr> <tr> <td>Leadership</td> <td></td> </tr> </table>		Listening	Responding	Managing meetings	Planning	Reporting	Communication skills	Reliability	Flexibility	Supporting	Problem solving and decision making	Ownership and accountability	Motivating	Leadership	
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Reporting	Communication skills														
Reliability	Flexibility														
Supporting	Problem solving and decision making														
Ownership and accountability	Motivating														
Leadership															
<p>Please comment on the Chair's key strengths and achievements.</p>															
<p>How could the Chair improve? Do you have any learning/development suggestions?</p>															