



## *Job description*

<b>Job title:</b>	Innovation and Collaboration Manager
<b>Contract type</b>	12-month fixed-term contract
<b>Accountable to:</b>	Head of Design and Collaboration / Labs Network
<b>Salary:</b>	£56,662 per annum plus excellent benefits
<b>Hours per week:</b>	Full time team members work 37.5 hours per week, and with hybrid working those hours can be done any time between 7am – 7pm. Core working hours are 10am – 3pm. For this role we would need a minimum of 2 days per week in our London office, in line with our hybrid working framework. (part-time working requests would be considered)

**A willingness to undertake some travel is required for this role.**

### **The Health Foundation**

We are an independent charitable organisation working to build a healthier UK. We play our part in building a healthier nation by focusing on three key priorities:

- Improving people's health and reducing inequalities
- Supporting radical innovation and improvement in health and care services
- Providing evidence and analysis to improve health and care policy.

### **The Q Community**

We are a community of thousands of people across the UK and Ireland, collaborating to improve the safety and quality of health and care. We share our knowledge and support each other to tackle challenges. Together, we make faster progress to change health and care for the better. Members are at the heart of Q. The community thrives on its diverse range of skills, knowledge, and perspectives. We inspire and support each other every day to deliver improvements to health and care. We develop our methods and share insights as we do so. And with a community spanning health, care and lived experience, we find new and inclusive ways for everyone to progress. Membership of Q is free.

Through networking and events, topic-focused groups, and collaborative funding programmes, we support members to develop and deliver their day-today work. We bring people together through the Q Lab network to learn about specific topics, uncover new insights and develop and test ideas. Our

insight and resources are available for anyone to learn, share and support each other.

Q provides a flexible way to boost the resilience, capacity and impact of people working throughout health and care where it is needed most. Along with our partners and members, we have the reach to bring about individual and collective change that extends far beyond our community.

By combining our energy and actions, we multiply our power to create more effective, equitable and sustainable health and care.

Q is delivered by the Health Foundation and supported and co-funded by partners across the UK and Ireland.

## **Job Purpose**

The Innovation and Collaboration Manager is responsible for the development and delivery of innovation and collaboration practices within Q, focusing on a range of programmes working with Q members, partners, consultants, senior leaders and frontline teams. . The post holder will:

- Design and lead projects and programmes of work that support health and care practitioners, including senior leaders and patients, to make progress on some of the most complex challenges facing the health care sector.
- Have demonstrable skills and extensive experience in creative facilitation, sensemaking and working with groups to design and run activities that support stakeholders to explore different perspectives and deliver improvements in health and care.
- Work through others, using people skills to influence, negotiate and inspire action. This involves leading and coaching others to deliver change and finding inspiring and creative ways to engage others. The role holder will be expected to deliver sessions with people in senior roles in the health and care sector, demonstrating credibility and being a strong advocate for Q.
- Plan and manage multiple pieces of work, making strategic and operational decisions to ensure maximum learning and impact is achieved. This includes working closely with team members to co-ordinate their work, being mindful of capacity and achieving programme outcomes.

## **Key responsibilities**

### **Programme design and systems change**

- Working with service area and functional team leads, develop strategies and design new projects and programmes, navigating complexity and uncertainty.
- Bring in knowledge from systems change and social innovation to support the design of offers that can support change in the health and care system.
- Working in an entrepreneurial way to support the development of new business offers in Q.

### **Collaboration and participatory design**

- Design, lead and run participatory activities, tailoring the approach to achieve the desired outcomes and taking account of different learning styles and needs and power imbalances. Facilitate groups of people in both online and face-to-face workshops.
- Help people working at different levels of the system to work effectively together, being mindful of potential power dynamics and techniques to explore and bridge different perspectives. Working with senior audiences.
- Lead key programmes of work to support participants to understand complex problems, surface learning and insights, and generate, prototype and test ideas in practice, drawing on innovation, design and improvement practices.
- Adopt a coaching and developmental approach, supporting stakeholders to learn and apply new techniques for tackling complex challenges.
- Undertake real-time and/ or rapid turnaround synthesis and sense-making with the matrix team, drawing together evidence and insights to generate learning and support health care practitioners to make decisions about next steps when tackling complex challenges.
- Help to build and share knowledge and understanding of leading-edge practice in participatory design with external audiences.
- Identify, source or develop additional expertise as required, working with the Head of Design and Collaboration.

### **Communication, partnership working and stakeholder management**

#### **Portfolio management**

- Demonstrate excellent organisational, prioritisation and time-management skills to lead and coordinate multiple projects and strands of work simultaneously. Working to tight deadlines and delivering high quality outputs with minimum supervision.
- Operate within established systems and processes to work with the matrix team to assess the progress of work against agreed milestones and metrics and to seek continuous improvement.
- Making strategic and operational connections to ensure learning and impact is achieved through our partnerships and Q.

## **General**

- As an important member of the Design and Collaboration functional team, actively support and coach internal and external team members to develop advanced capabilities in innovation and participatory approaches to change.
- Provide reporting and status updates about strands of work you are leading, tailoring messages for senior audiences as appropriate.
- Contribute to and help the team to develop approaches to identify and make progress on individual, team and organisational outcomes and learning objectives, drawing on Q's work on skills for collaborative problem solving.
- Contribute to and help the team develop its professional practices in relation to evaluation, learning, reflection and development. Actively seek and provide developmental feedback to peers and colleagues.
- Participate in broader Q and Health Foundation activities, meetings and groups relevant to the role.

**The post holder will at all times aim to embed our key behaviours – Working together, Achieving impact, Discovering and learning – in all aspects of their day to day delivery in the role.**

**We value equality, diversity and inclusion, and welcome applications from different backgrounds. We are also committed to making reasonable adjustments for candidates who have accessibility requirements.**

**Candidates should have the right to work in the UK at the time of appointment.**

# Person specification

Criteria	Assessment Application / Interview / Exercise	Essential/ Desirable (E/D)
<b>Commitment to Diversity and Inclusion</b> - An understanding of, and commitment, to diversity and inclusion in employment and service delivery.	I	E
<b>Working Together</b> - Excellent interpersonal skills with the ability to network, build and maintain collaborative relationships with a range of stakeholders (including colleagues, external advisers, partners, practitioners and patients) and ability to influence stakeholders to secure buy-in and engagement	A	E
<b>Achieving Impact</b> - Ability to self-start and ability to both work autonomously and as part of a team, to deliver high quality work to tight deadlines, including where the context and outcomes are fluid or complex. Able to adapt plans to accommodate changes in objectives, resourcing or timescales.	A / I	E
<b>Discovering and Learning</b> - Experience synthesising, analysing and interpreting data to draw out learning, assess impact and make recommendations for improvements.	A / E	D
Extensive experience of service design, systems thinking and/ or improvement approaches, both through direct experience and coaching others to use these approaches to achieve change	A / I / E	E
Experience of creative facilitation, working with groups and teams from diverse backgrounds, including those in senior positions, to achieve objectives	A / I / E	E
Ability to tolerate and work effectively in uncertainty. Able to look beyond uncertainties and unknowns of towards long term aims.	A / I	E
Experience of drawing on techniques from systems thinking or social innovation to support systems change.	A / I	D
Experience and confidence when working with people at senior levels, including when they are external stakeholders and the ability for building relationships is limited.	A / I	E
An ability to familiarise yourself with new topics at short notice and to rapidly assimilate large volumes of information, with experience of distilling and translating multiple sources of information	A / E	E
Both an excellent verbal communicator and a highly accomplished writer or visual creator, capable of setting out complex arguments and issues clearly and accurately for a range of audiences	A / I / E	E
Strong project management and organisational skills, and experience managing multiple strands of work simultaneously	A / I	E
Experience of effective delegation of work to others, including coaching and supporting the development of colleagues – either through direct or informal line management	A / I	D
A good understanding of the health and care systems across the UK, including the roles local and national organisations play.	A	D

**April 2024**