

<b>Job title</b>	<b>Partnerships Officer</b>
<b>Accountable to:</b>	<b>Chief Operating Officer</b>
<b>Location</b>	<b>Guildford</b>
<b>Salary</b>	<b>£ 26,530 per annum</b>

### **Main purpose of the role**

To develop strong partnerships for Healthwatch Surrey, building and maintaining excellent relationships with key stakeholders, voluntary, community and faith sector partners and our local volunteer groups. To support our volunteers, be their main point of contact and ensure the two-way flow of information between our volunteers and the staff team. To oversee internal and external communications. To identify opportunities to raise awareness of Healthwatch Surrey and ensure our services are known and understood, so that Surrey residents can access us when they need us.

### **Key responsibilities**

1. To develop and maintain relationships with key contacts in the voluntary, community and faith sector, NHS, Surrey County Council, District & Borough Councils and the media. To look for opportunities to collaborate and work in partnership with community groups and other agencies to amplify the voices of local people and encourage involvement in health and care, particularly those who are less well-served by services.
2. To deliver the Healthwatch Surrey volunteer strategy, supported by the Admin Support & Resources Officer.
3. To recruit new volunteers for Healthwatch Surrey, and to be the main point of contact for volunteers, ensuring our existing volunteers feel supported, rewarded and motivated.
4. To ensure that internal two-way communication works well between the Healthwatch Surrey staff team and volunteers; to advocate within the staff team for volunteers.
5. To communicate regularly with the internal team (staff, Board, volunteers and delivery partners) about our communications initiatives and plans, involving them in the plans where appropriate.
6. To build and nurture relationships with the media and a range of key external stakeholders, including being the lead point of contact for one 'place' in Surrey.
7. To identify opportunities for getting 'out and about' in Surrey to raise awareness. Presenting an 'Introduction to Healthwatch' to key groups of people, including providing information about NHS Complaints Advocacy, our Helpdesk and other services to the wide range of audiences across Surrey.
8. To implement the Communications strategy to deliver effective external communications. Ensure the thematic work and impact of Healthwatch Surrey and its volunteers are known to a wide range of stakeholders, partner organisations and the general public.
9. To oversee the delivery of the social media and content strategy, implemented by the Communications & Marketing Apprentice.

### **General duties and other responsibilities:**

- Take an active interest in ensuring Healthwatch Surrey operates effectively, according to best practice and fulfils its obligations.
- Work within the team to maintain and achieve high standards and understand the importance of time management and meeting deadlines.
- Help to ensure that Healthwatch Surrey embraces diversity, challenges discrimination, and reflects the communities of Surrey.
- The post holder will be expected to undertake other responsibilities and tasks as reasonably requested by their line manager.