

Job description

Service Area: Colleague Experience and Social Impact Team, People and Corporate Services

Job title: Social Impact Manager (Social Mobility)

Band: Band 7

Location: Flexible with some travel required

Job purpose

As the NHSBSA Social Impact Manager (Social Mobility), you will work with the Inclusion, Accessibility and Social Impact Lead to set the strategic direction for the organisation's approach to social mobility and social impact, ensuring alignment with the Diversity and Inclusion, Talent Acquisition, Talent Development, People, and wider business strategies.

The post holder will design and manage all social mobility programmes of work and develop and implement appropriate interventions. The post holder will work closely with the Social Impact Manager – Volunteering and Fundraising, ensuring collaboration and alignment between the areas of focus. Both roles will work closely with the Environment Manager, Commercial Team and Portfolio Management Directorate to ensure that social value is fully embedded throughout the NHSBSA business and policy change, and procurement processes to ensure all opportunities for social impact are maximised. They will also work closely with the People Data Team and Digital, Data and Technology Directorate on the approach to capturing and analysing social mobility data and ensure this supports the demonstration of the organisation's social impact.

The role will be based in the Colleague Experience and Social Impact Team within the People and Corporate Services directorate and will support the Inclusion, Accessibility and Social Impact Lead to develop a culture where social impact is further embedded in the organisation.

In this role, you are accountable for

1. Supporting the Inclusion, Accessibility and Social Impact Lead in the development and implementation of the NHSBSA social impact strategy in support of the Diversity and Inclusion, Talent Acquisition, Talent Development, People, and wider business strategies and corporate objectives.
2. Researching, developing and implementing social mobility policies, procedures, guidance and systems, which are consistent with national initiatives and the NHSBSA's strategic direction. Monitor, evaluate and review these for impact and effectiveness ensuring that they comply with relevant legislation, codes of practice and best practice.
3. Ensuring compliance with all statutory and mandatory requirements around social mobility, advising on best practice within these fields, and ensuring that robust arrangements are in place to withstand scrutiny by relevant audit or inspection bodies.
4. Working closely with the People Data Team and Digital, Data and Technology Directorate to design the organisation's approach and data solution to measuring social mobility and ensure this supports the demonstration of the organisation's social impact.
5. Identify and analyse social mobility and other relevant data to make recommendations and to support the development of the NHSBSA's approach to social mobility, taking an evidenced based approach.
6. Working collaboratively with the Talent Acquisition Team to ensure we identify, establish and maintain excellent working relationships with external organisations, community groups and charities, universities and schools etc. with the purpose of increasing social mobility in local communities by promoting the NHSBSA as an employer of choice, for example through the creation of a work experience programme.
7. Working closely with the Learning and Organisation Development team to ensure the NHSBSA's approaches to apprenticeships and talent development maximises opportunities to increase social mobility for colleagues and within local communities.
8. Working collaboratively with stakeholders, shape and design a range of programmes to increase attraction, recruitment and progression to support the aims of the strategy.
9. Create strong links and work collaboratively with internal stakeholders such as the Talent Acquisition Team, Communications and Marketing Team and Operational Leads to embed our approach to social impact across the wider organisation.
10. Write high quality communications, presentations, reports guidance and other material with the aim of increasing engagement and awareness of social mobility and engaging senior leaders, Leadership Team, and Heads of Service in this work.

11. Evaluate and measure social mobility achieved through the various programmes implemented, against the organisation's aims.
12. Provide specialist advice to internal stakeholders (Portfolio Management Directorate, Commercial Team etc) on social value, through the analysis and impact assessment process that reflects legal requirements and the NHSBSA values relating to social impact.
13. Work closely with the Environment Manager, Commercial Team and Portfolio Management Directorate to ensure that social value is fully embedded throughout the NHSBSA business and policy change, and procurement processes to ensure all opportunities for social impact are maximised.
14. Designing and leading programmes of campaigns and events, working collaboratively with the Communications and Marketing Team to develop a range of communications which increases colleague engagement around social mobility and raise the profile of the NHSBSA through external promotion with a wide range of stakeholders.
15. Working with the Inclusion, Accessibility and Social Impact Lead and People Data Team to identify and create a range of indicators for social mobility to support the Leadership Team and Board to understand progress and offer insight into the organisation's development, providing a robust baseline for this work.
16. Analysing and interpreting complex information produced by a wide range of organisations and making recommendations for action, as well as producing detailed and complex reports, and presenting these as necessary to a wide range of audiences.
17. Providing specialist advice to the Leadership Team, Heads of Service, managers and colleagues on social mobility.
18. Representing the NHSBSA in national and regional social mobility groups and forums, developing and maintaining excellent working relationships with internal and external stakeholders.
19. Deputising for the Inclusion, Accessibility and Social Impact Lead where necessary.
20. Authorised signatory for social mobility budgets. Has a thorough knowledge of, and adheres to at all times, the Authority's Standing Financial Instructions, Standing Orders and Purchasing procedures.

In addition to the above accountabilities, as post holder you are expected to:

1. Undertake additional duties and responsibilities in line with the purpose of your role and as agreed by your line manager.
2. Demonstrate NHSBSA values and core capabilities in all aspects of your work.
3. Encourage an environment where your own and colleagues' safety and well-being is promoted.
4. Contribute to a culture which values diversity and inclusion.
5. Follow NHSBSA policies, procedures, and protocols as they apply to your role.

Working relationships

Responsible to: Inclusion, Accessibility and Social Impact Lead

Responsible for: Not applicable

Key relationships and connections:

1. Inclusion, Accessibility and Social Impact Lead
2. Social Impact Manager (Volunteering and Fundraising)
3. Environment Manager
4. Colleague Experience Advisors
5. Wellbeing, Safeguarding and Social Impact Lead
6. Head of Colleague Experience and Social Impact
7. Wellbeing and Inclusion Networks Co-Chairs and members
8. People Data Team
9. Talent Acquisition Team
10. Communications and Marketing Team
11. Commercial Team
12. Portfolio Management Directorate
13. Digital, Data and Technology Directorate
14. Heads of Services
15. Other colleagues within NHSBSA
16. Schools and community organisations
17. Internal and External Customers & Stakeholders

Person specification

Service area: Colleague Experience and Social Impact Team, People and Corporate Services

Job title: Social Impact Manager (Social Mobility)

Personal Qualities, Knowledge and Skills

Essential criteria

1. Working knowledge of social mobility and social value statutory and mandatory requirements, policy and standards
2. Working knowledge and understanding of best practice across the social mobility field
3. Ability to use evidence-based practice to develop solutions to meet business need.
4. Strong analytical and problem-solving skills.
5. Advanced communication skills to establish good working relationships with managers, staff and external organisations.
6. Strong influencing, negotiating and conflict management skills.
7. Ability to maintain confidentiality and deal with difficult situations in a sensitive, empathetic manner.
8. Ability to be responsible and accountable for decision making.
9. Prioritisation skills with ability to manage multiple projects and programmes of work.
10. Strong Team worker with ability to motivate others.
11. Ability to use initiative.
12. Commitment to continuing professional development.

Desirable criteria

1. Training and presentation skills
2. Facilitation skills
3. Understanding of NHS and government strategy and policy agendas

Demonstrated by

1. Application Form
2. Interview and/or presentation

Experience

Essential criteria

1. Significant experience in a social mobility/ value role, working in a customer-focused environment interpreting relevant policy, standards and best practice.
2. Experience of advising and working with senior managers
3. Experience of designing and implementing programmes of work and initiatives.
4. Experience of establishing and managing relationships with external organisations including charities, schools and community groups

Desirable criteria

1. Experience of developing social value requirements or working with Procurement teams
2. Experience of managing change relating to social value
3. Experience of chairing meetings and large forums

Demonstrated by

1. Application Form
2. Interview or presentation

Qualifications

Essential criteria

1. Degree or equivalent qualification or significant equivalent experience

Desirable criteria

1. Masters/ postgraduate or equivalent qualification or significant equivalent experience
2. Project Management qualification

Demonstrated by

1. Application Form/Certificates
2. Interview

Core capability (minimum level)

1. Communicating with Impact and Influence (Level 3):
 - Confidently engages with stakeholders to advocate and generate commitment to goals.
 - Communicates using appropriate style, method and timing with colleagues across all levels and functions.
 - Persuades others, using evidence-based knowledge, modifying approach to deliver messages effectively.
 - Negotiates well, responding to other people's expectations and concerns.

2. Improving and Innovating (Level 3):

- Facilitates flexible use of resources through innovative structuring of teams and resources within own area.
- Uses creative methods to involve and generate new thinking from others.
- Keeps others informed through a variety of methods to inform and gain commitment to changes.
- Challenges the status quo and provides constructive feedback to senior managers on change proposals which will affect their business area.
- Invites and welcomes challenge to their own or others' views, encouraging robust debate.
- Challenges others to identify opportunities for cost saving and service improvements.

3. Working Together (Level 3):

- Creates, maintains and promotes a strong network of connections with colleagues across the organisation.
- Engages with a variety of stakeholders, listening and responding to their feedback, and encouraging others to do the same.
- Advocates collective decisions, even if their own view differs.
- Acknowledges and addresses conflict constructively. Develops a shared solution and makes difficult choices when necessary.
- Courageous in bringing out and working constructively through issues that arise from conflicting points of view to find common understanding.

4. Enabling Performance and Potential (Level 3):

- Translates business priorities into clear outcome-focused objectives.
- Identifies and helps to address the capability gaps of people within own business area required to deliver business priorities.
- Is honest and realistic with people about their potential, whilst challenging them to stretch beyond what they believe they can do.
- Maintains effective performance in difficult and challenging circumstances, encouraging others to do the same.
- Provides direction and support without micro-managing.

5. Making and Owning Decisions (Level 3):

- Delegates and empowers decision making to the appropriate level and builds confidence in others' ability to make decisions.
- Achieves an effective balance between decisiveness and analysis - recognises when an issue requires a more considered response or immediate confident decision.
- Weighs up data from multiple sources, bringing in an expert for support when necessary.
- Analyses and identifies risks to make decisions that take account of the wider context, including diversity and sustainability.
- Makes decisions when they are.

6. Understanding the Bigger Picture (Level 3):

- Engages colleagues in developing their understanding of the business strategy and the part they play in its delivery.
- Supports others to understand and recognise the purpose of their business area, so that they are engaged and motivated by it.
- Identifies people/teams across the business that face similar challenges and opportunities to work with them to produce the best outcome for the NHSBSA.
- Helps others understand the complex external environment in which the NHSBSA operates.
- Proactively scans the external environment, being alert to emerging issues and trends which might impact or benefit their own and their team's work and takes appropriate action.

Relevant professional framework

1. Not applicable