

PERSON SPECIFICATION

Patient and Public Engagement Specialist Strategy Directorate

	ESSENTIAL	A/I/T*	DESIRABLE	A/I/T*
Qualifications/ Education	<ul style="list-style-type: none"> Degree level or equivalent experience in a relevant area Project management methods (e.g. PRINCE2) 	A	<ul style="list-style-type: none"> Academic background in social policy / science or social /statistical research 	A
Skills/Abilities	<ul style="list-style-type: none"> Specialist knowledge across a range of stakeholder engagement practices, techniques and approaches underpinned by theoretical knowledge from study and relevant practical experience preferably in a social / market research or academic environment. Proven ability to plan and manage projects, using project management techniques Political astuteness - awareness of the internal and external political environment Able to provide and receive and distil complex and / or sensitive information and develop appropriate messages Sound analytical and judgement skills including making decisions on appropriate approaches to sensitive or complex issues Track record in project management of patient, public and stakeholder engagement projects Ability to prioritise significant workload in response to changing demands and requirements Able to set and review project targets and adjust activity to meet targets Ability to work independently in own specialised area of work, with minimal supervision. Excellent communication and report writing skills. Ability to and experience of developing a wide range of communications materials including publications, presentations, web materials. 	A & I		

	<ul style="list-style-type: none"> • Able to research, prepare and present information across and outside of the organisation at senior level. Able to act as a representative of the Trust at, and make presentations to, a range of audiences. • Ability to work constructively with internal and external partners to create the conditions for successful partnership working • Advanced knowledge and proven ability of Microsoft Office software (Outlook, PowerPoint and Excel), including the ability to manipulate analyse large sets of data in Excel • Able to personally co-ordinate and manage complex data collection and monitoring, recording and audit with ability to identify and analyse trends and patterns • Good team member and team player, willingness to cross-cover in absence of colleagues • Commitment to Equal Opportunities & Diversity 			
<p>Experience</p>	<ul style="list-style-type: none"> • Patient and public engagement activities in a market research, social research or academic setting (minimum 5 years) • Significant experience of knowledge of how patient or service user survey / feedback working a market and / or social research business inform quality improvements in healthcare • Specialist knowledge and practical experience of managing patient and public engagement initiatives or programmes • Significant experience of the broader patient and public engagement agenda and relevance to a variety of public sector organisations • Minimum 5 years experience in an operational, strategic or research role in the public or voluntary sector • Experience of deputising for and representing a more senior member of staff. • Significant experience of, and ability to write, edit, proof read and coordinate complex internal and external publications, patient and staff information • Experience of working with senior teams, stakeholders and outside bodies and working across organisations to influence strategies, policies and behaviour. • Familiarity with health and /or social care service management issues and the ability to understand the pressures 	<p>A & I</p>		

	<ul style="list-style-type: none"> • Project budget management 			
Knowledge	<ul style="list-style-type: none"> • Strong working knowledge of relevant national legislation, policies (e.g. section 242 and section 244) and local guidance and how these should be applied to stakeholder and public engagement activities • Strong working knowledge of basic statistical concepts - analysis of quantitative and qualitative data • Knowledge of data protection legislation and its application in respect to patient feedback and involvement 	IA / I and T		
Additional Information	<ul style="list-style-type: none"> • A self starter • Flexible approach to work – able to work under own initiative, independently or as an effective team member • Able to adapt to ensure achievement of objectives with constantly changing situations and environments • Commitment to Equal Opportunities & Diversity 	A & I		

A=application

I=interview

T=Test/ assessment centre

It must be stated whether these requirements are **ESSENTIAL** or **DESIRABLE** for the post. This can be clearly understood by the potential candidate if it is done in the form of a chart.

Add initials and date of preparation

Written 12 September 2012

Updated on 26 April 2016 by Andrea Carney