

Job Description

1. Job Details:

Job Title: Maternity & Neonatal Voices Partnership (MNVP) Business & Project Support Officer

Reports to: Nottingham & Nottinghamshire LMNS PMO Manager

Band: AfC Band 5*

Working Pattern: Full time – 37.5 hours per week

Contract Type: Fixed Term until 31st March 2026

Main Location: Sir John Robinson House (with some remote/home working)

Date: March 2024

**Future year costs for paid staffing in this model are based on Agenda for Change 2023/24 and will increase in line with the national pay award once known*

2. Job Summary:

Hearing the voices of women and families is a requirement of NHS England's Three Year Delivery Plan for Maternity & Neonatal Services (March 2023). The plan clearly sets out key responsibilities for Maternity & Neonatal Providers and Integrated Care Boards (ICB) as follows:

1.21 *It is the responsibility of providers to:*

- Involve service users in quality, governance, and co-production when designing and planning delivery of maternity and neonatal services.

1.22 *It is the responsibility of ICBs to:*

- Commission and fund MNVPs, to cover each trust within their footprint, reflecting the diversity of the local population in line with the ambition above.

- Remunerate and support MNVP leads, and ensure that an annual, fully funded workplan is agreed and signed off by the MNVP and the ICB. All MNVP members should have reasonable expenses reimbursed.
- Ensure service user representatives are members of the Local Maternity and Neonatal System (LMNS) board.

We are recruiting to the position of an MNVP Business & Project Support Officer to support us in delivering these responsibilities. It is hoped that this new role will be an enabler for our MNVP to effectively listen, gather feedback from service users and to feel confident to get involved with service improvement activities.

The MNVP Business & Project Support Officer will work collaboratively with the MVP and NVP Leads to:

- Produce day to day administration, meeting and business support to the MNVP programme
- Support the delivery of MNVP workplan priorities, insight visits, training and engagement activities, including event booking
- Work in collaboration with the ICB, LMNS, Maternity & Neonatal Providers, Service users and other stakeholders in the partnership
- Analyse data and develop professional reports and other methods for sharing feedback on the impact MNVP is having locally to support transformation and service improvement activity
- Responsible for day to day supervision and work allocation to other members of the MNVP Team.

3. MNVP Summary:

A Maternity & Neonatal Voices Partnership (MNVP) is an independent team made up of women, birthing persons and their families; Providers (who deliver services such as midwives and doctors); the Integrated Care Board (ICB); who commission health services, the Local Authority (LA), who commission public health and social care, and our Voluntary Services.

The Nottingham and Nottinghamshire MNVP includes the areas of Nottingham City and Nottinghamshire County, incorporating two Hospital providers: Nottingham University Hospitals (NUH) NHS Trust and Sherwood Forest Hospitals (SFH) NHS Foundation Trust.

The MNVP works in collaboration with system partners within the local Maternity & Neonatal System (LMNS) to support service improvements.

Our MNVP also includes a great team of passionate MNVP volunteers who represent and reach out to local women, birthing persons and their families to gather feedback on their experiences. Some volunteers also collaborate with the Providers to support service improvements based on the voice of our service users.

Our MNVP Mission Statement is:

Championing the voices of service users to improve maternity and neonatal experiences

4. Organisation Summary:

The NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) was formed on 1 July 2022. The ICB is responsible for the strategic commissioning and delivery of NHS healthcare services for a population of 1.2 million people and covers Nottingham and Nottinghamshire.

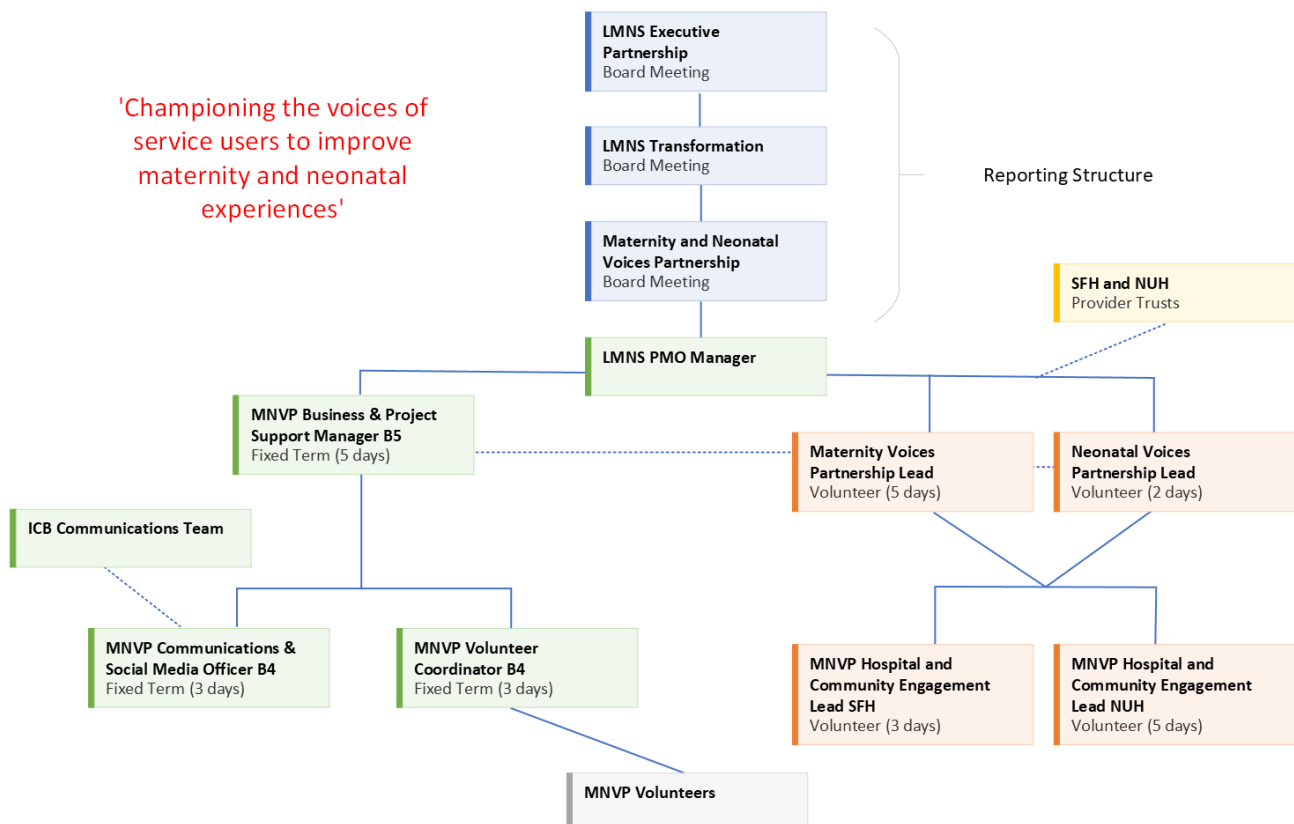
Local Maternity & Neonatal System

This advertised post will sit within the Local Maternity & Neonatal System Programme Management Office (LMNS PMO), a team within the ICB who has oversight and supports transformation of local maternity and neonatal care and who also host the MNVP.

Our vision is for maternity services across Nottingham & Nottinghamshire to become safer, more personalised, kinder, professional and more family friendly; where every woman or birthing person has access to information to make decisions about their care; and where they and the baby can access support that is centered around their individual needs and circumstances.

5. Structure Chart for the role:

Structure Chart for Nottingham and Nottinghamshire Maternity and Neonatal Voices Partnership (MNVP) April 2024



6. Responsibilities:

- Provide business support and administration for the MNVP programme
- Provide meeting support to MNVP Leads including room bookings, distribution of papers before and after meetings, agenda setting, minute taking and maintenance of RAID logs
- Lead on the development of effective processes and systems, including research and evaluation to make informed improvements for MNVP
- Develop action plans to support MNVP to deliver multifaceted objectives in the short, medium and long term
- Form good working relationships with stakeholders across the LMNS footprint
- Motivate and persuade stakeholders to work collaboratively to deliver MNVP objectives
- Provide written and verbal feedback on complex or sensitive topics to groups and in meetings
- Maintain and provide information in relation to performance and outcomes of MNVP
- Produce professional, accurate and informative reports on service change on a monthly basis
- Offer admin support at LMNS Transformation Board and other partnership meetings
- Be the lead contact for enquiries for the MNVP
- Monitor the MNVP mailbox and respond accordingly
- Organise MNVP activities such as insight visits and engagement activities, being mindful of the need to adjust plans accordingly as the parameters may change
- Be the link person between MNVP and the ICB to adhere and escalate issues of ICB finance, safeguarding, IT & policies
- Set up and implement internal processes and policies to support the running of the MNVP programme
- Facilitation of project groups and meetings as required
- Develop and lead on training for induction on policies, processes and systems
- Set up and maintain relevant databases and record keeping systems making sure there is a complete and comprehensive audit trail of activity, including regular monitoring & updates to contact details and feedback received from the public
- Collate, monitor and evaluate information to support the achievement of agreed MNVP targets and outcomes within project or surveys
- Responsible for day to day supervision and work allocation to small number of staff
- Work with National MNVPs to learn, share and promote best practice
- Business support to the wider LMNS PMO team as needed

7. Miscellaneous:

- **Freedom to Act** – the postholder will work within clear organisational policies, objectives and parameters set by their Line Manager, but with an expectation to undertake required duties with a reasonable level of autonomy, requesting support as needed to deliver key areas of priority and focus

Policies:

Work in accordance with the ICB's policies; [Health, Safety & Security](#) & [Fire Safety](#) at all times and to be compliant with mandatory training required by the organisation

It is the responsibility of each employee to abide by the ICB's [Equality, Diversity & Inclusion](#) policy

To comply with the provisions of the Data Protection Act 1998 and with the [Information Security](#) policy introduced by the ICB

Confidential information may be accessed at times and all staff must ensure that the highest level of confidentiality is maintained at all times in line with the ICB's [Confidentiality & Data Protection](#) policy

The postholder will support team members to uphold these policies. Copies of applicable ICB policies can be found [here](#)

Physical and Mental Effort and Environmental factors

The role requires frequent concentration and standard keyboard skills for focused and predictable administrative tasks. The role will occasionally involve travel to venues across the Nottinghamshire area for meetings and events as required

As the role is support the MNVP programme to hear the voices of service users, there may be some occasional exposure to real life experiences which may be distressing.

This job description is not intended to be an exhaustive list but to indicate the main responsibilities. The postholder will be expected to carry out other activities that may reasonably be requested. It will be reviewed periodically.

The work is within normal working hours between 9-5pm Monday-Friday. Some occasional evening and weekend work is expected within the role, but time off in lieu arrangements are in place to compensate for this.

8. Person Specification – MNVP Business & Project Support Officer

Requirements for each criteria under ‘Essential’ or ‘Desirable’ as appropriate are specified (A = Application and/or I = Interview)

| <u>Attributes</u> | <u>ESSENTIAL CRITERIA</u> | <u>HOW IDENTIFIED</u> | <u>DESIRABLE CRITERIA</u> | <u>HOW IDENTIFIED</u> |
|--------------------------------------|--|---|---|------------------------------|
| Qualifications & Training | <ul style="list-style-type: none"> Educated to a degree level or hold equivalent experience in a relevant field (Administration, Health & Social Care or Project Management) | A | | |
| Knowledge & Experience | <ul style="list-style-type: none"> Experience of working in an NHS or Public Sector environment Experienced in a line management or supervision role Experience of working in partnership with health, social care and third sector organisations Experience of change management processes for quality improvement or service transformation Experience of writing complex action plans to support project activity, in the short, medium and long term Experience of planning activities which may require change and adjustment over time Experience of writing business cases or funding proposals Experience of developing and delivering training for induction on policies, processes and systems Experience of producing and delivering engaging presentations on complex or sensitive issues | A A A A/I A A/I A/I A/I A/I | <ul style="list-style-type: none"> Experience of working with volunteers, service users or people with lived experience Experience of local maternity or neonatal services professionally and /or personally Knowledge of coproduction and best practice approaches to supporting people with lived experience to coproduce activity as an equal partner | A A A |

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|-------------------------------|--|--|--|--|
| | <ul style="list-style-type: none"> • Knowledge of policies and drivers to improve maternity and neonatal care including Ockenden, CQC and NHSE 3yr delivery plan • Experience of setting up and implementing internal processes and policies • Experience of setting up and maintaining databases | A A/I A/I | | |
| Skills & Abilities | <ul style="list-style-type: none"> • Good administration and record keeping skills • Strong problem solving skills where there may be more than one viable solution to support change • Able to organise and facilitate meetings ensuring that the outcomes for the meeting are met, and all voices are heard • Able to motivate & persuade others on best practice to deliver key programme objectives • Able to effectively analyse & interpret performance data from a range of sources • Able to evaluate and justify whether a programme or service is on track to meet its objectives • Provide accurate, informative and creative reporting to demonstrate service impact on a regular basis • Able to use a range of IT packages including Sharepoint, MS Teams and Microsoft Office | A/I A/I A/I A/I A/I A/I A/I A | | |
| Personal Attributes | <ul style="list-style-type: none"> • Tenacious approach with the ability to see creative solutions to problems • High level of attention to detail and accuracy • Strong commitment to team working • Commitment to personal development & growth • The promotion of equality of opportunity | A/I A/I A/I A/I | | |

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|--|---|-----|--|--|
| | <ul style="list-style-type: none">Enthusiatic about service improvements in maternity & neonatal care | A/I | | |
|--|---|-----|--|--|