###### groundwork logo 354 CGroundwork London Job Description

Job Title: COVID-19 Health Champion Project Manager

**Responsible to:** Community Programme Manager

Responsible for: Project Officers, Project Assistants, Volunteers

Location: Office location to be confirmed.

Work from home (as required) during COVID-19 social distancing.

Job Background:

Working in Partnership with London Borough of Barnet and Public Health, the Covid-19 Health Champions’ project will build a mutually beneficial communication system in Barnet that enables people to help their family, friends and other community members to make sense of the latest facts about Covid-19. Sharing messaging back to Barnet Council about issues or questions they have about guidance or policy. The project aims to effectively communicate Covid-19 messages and latest government guidance to all sections of the local community and particularly priority groups.

The postholder will lead the set-up, management and execution of the Health Champions programme including the communication system. The role will be the central contact for the Champions engagement, Public Health and Partner liaison including the voluntary, community and faith sectors. This role will adopt flexible hours, to ensure the communication platform has oversight 7 days per week (Team support available).

Main Objectives:

* Recruit and induct COVID-19 Health Champions (Champions) from across the London Borough of Barnet to represent diversity. This will include BAME and faith groups and a wide range of spoken languages to achieve project target KPIs.
* Lead the health champions network through set up and maintenance of programme communication platforms, including WhatsApp Broadcast, website, email, Trello resource bank and a weekly programme of Zoom information workshops and inductions with Health Champions.
* Work in Partnership with London Borough of Barnet and Public Health to confirm message priorities and content working in a responsively and flexibly to meets Covid health needs. Build relationships and connections with stakeholders, Voluntary Community and Faith groups and Barnet Together partners.
* Oversee the production of all communication assets, to include infographics, printed and digital media content working with the LB Barnet and consultants.
* Management and coordination of project staff and consultants (designers).

**Key Tasks & Responsibilities:**

1. Project management, coordination and delivery

* Project manage the COVID-19 Health Champion project, including project planning, mobilisation, and target monitoring and budget management.
* Recruit and induct COVID-19 Health Champions London Borough of Barnet, meeting agreed KPIs.
* Working in an agile and flexible way to establish, maintain and execute a series of communication channels for the Health Champions, including WhatsApp Broadcast, Trello, Zoom and email. Ensure communications directly respond to community need, including those most at risk, and reflect the diversity of the Borough (e.g. Eastern European, Asian, Jewish, Black African etc.), languages and faith and locality requirements.
* Lead daily communications with Health Champions building rapport and trust, sharing:
	+ Design assets for dissemination
	+ Messaging from project partners
	+ And inviting feedback and local intelligence from Health Champions to share with project partners for consideration
* Delivery of twice-weekly (one daytime, one evening) Zoom information workshop with Health Champions and weekly inductions (as required).
* Establish, develop and maintain daily communication with project partners and key stakeholders to agree priority messaging and content production, shaped by changing national and local policies and Health Champion intelligence.
* Participate in local workshops/events and networks/conferences to promote the project particularly connecting with the voluntary sector, faith groups and Barnet Together (https://barnettogether.org.uk).

2. Staff management

* Line manage and coordinate work programming for COVID-19 Health Champion Project.
* Lead multi-disciplined team members, internally and externally, including external designers, LBB Communications team and Public Health staff.
* Liaise with other Groundwork teams, including GIS, volunteering and communities to promote or deliver the project.
* Provide assistance and support in the recruitment of staff and volunteers, where required.

3. Design

* Work the Borough Communications team and consultant Graphic Designer to responsively produce project design assets, including infographics, printed and digital suitable for dissemination.
* Work with Project Partners including Public Health to agree the design assets, content and sign off.
* Ensure materials are translated in formats to meet diversity needs.

4. Development and fundraising

* Support the development of new projects linked to the COVID-19 / Health Champions project.

Personal and Professional Development:

* Participate in the Groundwork London Performance Management and Appraisal process, and agree short, medium and long term goals with line manager, and direct line staff.
* Identify learning and development needs with line manager and evaluate Training & Development to demonstrate needs have been met.
* Share best practice and achievements, and actively seek opportunities to present outcomes and case studies.
* Contribute to the learning of others across the organisation by sharing knowledge and skills both informally and formally by participating in the trust’s training and development programme.

Other Responsibilities

* Undertake any other related responsibilities commensurate with the evolving objectives of the post and the evolution of Groundwork London, as may reasonably be requested by the Executive Team.
* Ensure the effective implementation of and adherence to Groundwork London’s Diversity, Equal Opportunities and Health and Safety policies and procedures.
* Work with due regard for Groundwork’s core values and objectives and Groundwork’s commitment to best practice and continuous improvement.
* Actively support Groundwork London’s Environmental Management System through daily operational activities, duties and adherence to the Trust’s sustainability guidelines.

**September 2020**

**No: 201/713**

**Note to Applicant: When completing your application form, you should demonstrate / evidence the extent to which you have the necessary education, experience, knowledge and skills identified as a requirement for the post.**

| **Position Name:** COVID-19 Health Champion Project Manager |
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| **Job****Factors** |  **Criteria No** | **Person Specification Criteria** | **Rank** | **Criteria to be tested by the following documents and/or activities:** |
| **E = Essential****D = Desirable** | **Application Form** | **Interview** | Presentation | **Practical Exercise Test** | **Work Simulation Test** | **Certificates or Qualifications** |
| **Education, Qualifications & Experience** | **1** | Proven experience in planning, delivery and project management of Community and/or Health focused projects.  | E | **✓** | **✓** |  |  |  | **✓** |
| **2** | Ability to translate complex health messages and communicate these to audiences from diverse communities, with awareness of the barriers to engaging with public health campaigns & how to overcome these.  | E | **✓** | **✓** |  | **✓** |  |  |
| **3** | Experience in delivery of public health projects or communication campaigns.  | D | **✓** | **✓** |  |  |  |  |
| **4** | Strong experience in person management and team leadership, including staff and volunteers. | E | **✓** | **✓** |  |  |  |  |
| **5** | Experience of presenting information and making complex messages accessible to people and groups with specific needs, e.g. non English speakers, visual impairments, learning difficulties, etc. | **E** | **✓** | **✓** |  |  |  |  |
| **6** | Experience in the design and implementation of monitoring and evaluation tools. | **D** | **✓** | **✓** |  |  |  |  |
| **Competencies** | **7** | Ability to coordinate, plan and deliver community and / or health projects on time and to budget. | **E** | **✓** | **✓** |  | **✓** |  |  |
| **8** | Ability to work as an agile project manager, acting on new information promptly and working flexibly to meet the evolving needs of a project.  | **E** | **✓** | **✓** |  |  |  |  |
| **9** | Ability to work effectively as a project leader, with multi-disciplined team members to deliver project outputs and outcomes. | **E** | **✓** | **✓** |  |  |  |  |
| **10** | Ability to work under own initiative, including effective prioritisation of tasks and ability to work to agreed aims and objectives both individually and as a collective team. | **E** | **✓** | **✓** |  |  |  |  |
| **11** | Ability to ensure robust monitoring and evaluation processes for projects is intrinsic and managed across the life cycle of projects. | **E** | **✓** | **✓** |  |  |  |  |
| **12** | Excellent written and verbal communication skills including presenting virtually.  | **E** | **✓** | **✓** |  |  |  |  |
| **13** | Excellent networking and liaison skills and the ability to develop and maintain a range of high level partnerships and working relationships with key external stakeholders including Voluntary, Community and Faith sectors. | **E** | **✓** | **✓** |  |  |  |  |
| **14** | Proven ability to use digital engagement tools, including the confident use of WhatsApp Broadcast, Trello and Zoom. | **E** | **✓** | **✓** |  |  |  |  |
| **15** | Proven track record of meeting or exceeding challenging targets.  | **E** | **✓** | **✓** |  |  |  |  |
| **16** | Ability to use MS Corporate Software Applications, MS Office (Word, Excel) Internet, Zoom, Teams and Email. | **E** | **✓** |  |  |  |  |  |
| **17** | Flexibility in working hours to ensure communication channel is covered 7 days per week. | **E**  | **✓** | **✓** |  |  |  |  |
| **Additional requirements** | **18** | Knowledge and understanding of General Data Protection Regulations 2018 to manage and store personal and sensitive personal data. | **E** | **✓** | **✓** |  |  |  |  |
| **19** | Commitment to Equality & Diversity, Safeguarding and ability to demonstrate an understanding and commitment to equal opportunity in practice. | **E** | **✓** | **✓** |  |  |  |  |
| **20** | A comprehensive understanding of Health and Safety practises and Risk Management | **D** | **✓** |  |  |  |  |  |

**Appointment to this role is subject to an enhanced records check through the Disclosure and Barring Service (DBS).**