**Director of Patient Engagement - Diagnostics**

**Location: Patient Engagement Centre – Greater Manchester**

**Reports to: Chief Patient Engagement Officer**

**Introduction:**

InHealth is the UK’s largest specialist provider of diagnostic and healthcare solutions. Our aim is to make healthcare better for patients by working collaboratively with the NHS to deliver a range of high-quality tests, scans, assessments and procedures. In the last year, we have supported more than 4 million people in their healthcare journeys, the majority of these are NHS patients and service users.

As a people-focused organisation, our teams are integral in how we deliver our services and our values of Trust, Passion, Care and Fresh Thinking underpin everything we do, influencing the way we interact with patients, customers, and colleagues.

Our mission is to be the preferred provider of high-quality diagnostics and healthcare solutions in hospitals and in accessible community settings, serving 5 million patients from 1,000 locations by 2025.

**What you will do:**

InHealth Group is seeking a dynamic and experienced Director to drive the development and execution of strategic patient engagement initiatives. A key aspect of this role will be to lead the transformational change associated with the 'Digital First' agenda that will include leading the organisational digital engagement strategy. They will act as the liaison between the digital team, operational teams and the executive team across the organisation.

The post holder will be a strong operational leader and will actively promote and champion the development of digital and information culture to support patient care. The post holder will use digital and data as an enabler of change, patient engagement and quality improvement across the organisation.

**What you are responsible for:**

**Strategic Leadership:**

* + Develop and implement a digital first patient engagement strategy aligned with InHealth’s mission, vision, and business objectives.
  + Lead and mentor the operational and digital teams to achieve business goals and foster a culture of creativity and innovation.

**Budget Management:**

* + Develop and manage the operational and digital engagement budget, ensuring efficient allocation of resources to achieve maximum efficiency.
  + Track and report on budget performance metrics to the executive team.

**Performance Management:**

* + Working within the overall strategic objectives, devise, implement and monitor the strategy and annual plan.
  + Develop and implement qualitative and quantitative measures to determine performance against the overall strategic objectives.

**Patient Engagement:**

* + Develop and implement patient engagement strategies to promote digital first engagement and enhance patient satisfaction.
  + Collaborate with clinical and operational teams to ensure a seamless patient experience.

**What people see in you:**

* An inspirational leader who is trustworthy can motivate, encourage and communicate professionally with impact
* An ability to translate and develop strategy and policy into real-life plans that meet our organisational objectives
* A creative thinker
* A person who naturally instils confidence in everyone they work with
* A person who makes good decisions
* Someone who is approachable, dedicated and hardworking
* A proven track record of delivery results by leading through people

**You have experience of:**

* Proven track record of developing and executing successful operational strategies.
* Excellent leadership, communication, and interpersonal skills.
* Ability to think strategically and make data-driven decisions.
* Creative mindset with a passion for innovation in patient engagement.
* Strong project management skills and the ability to manage multiple priorities in a fast-paced environment.
* Strong understanding of patient pathways, processes, and available Digital solutions.

**You will:**

* Be a team player
* Have a reputation for delivering results
* Be confident, independent and a problem solver
* Be honest and lead with integrity
* Have good communication skills – written, verbal and listening

**This is not a restrictive list of duties and all members of InHealth may be required to carry out additional tasks within their capability. All members of staff are required to participate in appraisals, self-development, mandatory and statutory training.**