



SUSSEX



Systems Change Officer – Communications & Legacy

Fulfilling Lives South East Multiple and Complex Needs Project

Job Description

Ref: 430

Job Summary

The Fulfilling Lives South East Multiple and Complex Needs Project covers Brighton & Hove, Eastbourne and Hastings. The purpose of the Fulfilling Lives (FL) Project, which is funded by the National Lottery Community Fund, is to bring about lasting change in how services work with people with multiple and complex needs.

The post holder, working as part of a dedicated Systems Change Team, will work on specific systems change projects, which will lead to improvements in how services work with people with multiple and complex needs. The Systems Change Team leads and coordinates projects which seek to improve service access, provision and achieve systemic change for people experiencing multiple and complex needs.

Location

The project has delivery teams in Brighton, Hastings and Eastbourne. The post holder can negotiate a base in either Brighton or Hastings, with travel across all 3 project locations expected. However, the team is currently working remotely from home and this will be the likely starting arrangement for new recruits to this post.

Responsible To

- Systems Change Lead, Fulfilling Lives Project

Significant Working Relationships

- Systems Change Project Team
- Fulfilling Lives Operational & Senior Managers
- Statutory and voluntary stakeholders relevant to the project's systems change work.
- Project Consultants and Action Groups.
- Colleagues in the Learning & Impact Team who oversee research, training and communications.

Duties / Responsibilities

1. To work on identified Systems Change projects, implementing project plans with clear timescales in close collaboration with colleagues in the team.
2. To work closely with members of the Service User Engagement team to ensure the voice of lived experience is meaningfully integrated in all system change work.
3. To utilise all available project management tools and keep appropriate records in order to track progress on identified systems change action plans.
4. To support the production of quarterly monitoring reports on systems change projects in line with the National Lottery Community Fund reporting cycle.
5. To attend and participate in working groups and progress joint action plans to ensure the project achieves its systems change objectives.
6. To assist the Systems Change Lead and the Senior Manager to share the learning of the Project across a wide range of media.
7. Support the organisation of and participate in learning and best practice events.
8. To explore, with project colleagues, potential solutions, new models and ways of working to better meet the needs of MCN clients and translating this into tangible activity for the systems change team
9. To maintain awareness of local, regional and national initiatives around system change
10. Write reports and external communications, such as blogs, to communicate the challenges faced by people with MCN and communicate work we are doing and the impact this has across our systems change themes.
11. Monitor a number of live national policy reviews and produce internal briefings on this national activity to colleagues and help the project to respond to consultations linked to this activity.

It is the duty and responsibility of each employee to familiarise and comply with, Brighton Housing Trust's health and safety policies and procedures. You are responsible for taking care of yourself to avoid injury to yourself and other persons who may be affected by your acts or omissions at work. You will be required to co-operate with BHT and others in meeting statutory requirements.

For confidentiality and data security: whilst working for BHT you may gain knowledge of confidential matters which may include manual, electronic personal and medical

information about our Board Members, Staff, clients, residents or third-party contacts. Such information must be considered strictly confidential and must only be used for the purpose for which it was obtained for. Failure to observe BHT's GDPR & Data Protection policies and procedures could lead to disciplinary action. In addition, you must comply and handle personal data securely in accordance with BHT policies and procedures, including the IT Security Policy and Computer Use Policy.

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.