



Job Description

Job Title:	Engagement Manager
Accountable To:	Head of Strategy and Innovation
Accountable For:	Associates (Volunteers, Examiners, Helpers, Course Providers and Committee Members)
Location:	Field based with regular travel to Preston

Our Objectives

All NEBDN employees are expected to contribute to the objectives of the charity:

To improve the education and training of dental nurses to enable skill, safety and operational excellence to be achieved, meeting the high standards set by the charity for the benefit of both the general public and the dental profession

As a member of the management team, the Engagement Manager will promote our vision and mission and ensure employees and associates are well motivated and supported to achieve them.

Our Values

NEBDN employees are all expected to subscribe to the organisation's Standards of Performance. The Engagement Manager is a key owner of our values and standards of performance and is responsible for helping to ensure they support a positive and dynamic culture at NEBDN.

Job Purpose

Proactively engage with and manage effective relationships with a range of associates who provide clinical expertise and guidance to ensure NEBDN's qualifications are up-to-date and aligned with developments in dental care. Manage NEBDN's relationship with expert practitioners and with the dental nursing workforce and ensure that professional expertise is captured and utilised effectively to inform changes in NEBDN's products and services.

Principal Accountabilities

Recruitment and Induction

1. Recruit a range of specialist associates to support NEBDN's work, ensuring established policies and procedures are followed.
2. Positively promote associate opportunities at NEBDN to attract good levels of interest from candidates who are committed to making a positive difference to the charity.
3. Through clear role profiles, define the range of skills required in these specialist roles, so that they can make their most effective contribution across all areas of service delivery.



4. Contribute to a structured induction and training process for associates to enable best fit and use of skills linked to best practice.
5. Ensure that everyone who contributes their expertise is recognised and valued, and is aware of the benefits their involvement has for NEBDN and dental nursing as a whole.

Engagement

1. Devise and implement an engagement strategy specifically for NEBDN Alumni, to further develop the profile of the organisation within the dental nursing sector and to offer continuing support, training and communication to our Alumni members.
2. Engage with dental nurses, dentists and other dental/health care professionals, to ensure they are able to make their best contribution to the work of NEBDN's specialist committees, including syllabus reviews, writing exam questions etc.
3. Engage with dental nurses, dentists and other dental/health care professionals who act as clinical experts at professional practical examinations. Ensure they are aware of the consistently high standards required at examinations, so they assess appropriate and contemporary dental nursing skills and requirements.
4. Work with the Marketing and Communications Manager where appropriate to engage and communicate with stakeholders across the profession, so that their experience and expertise is gathered and utilised providing intelligence on the dental sector and how NEBDN can best respond to changes, developments and new opportunities.
5. Organise events so that associates can come together to share professional knowledge, experience and best practice, for the benefit of NEBDN and the profession as a whole.
6. Monitor the impact of the work of associates in qualitative and quantitative terms. Through agreed key performance indicators and case studies, report to the senior management team and Board so they are aware of the positive outcomes achieved.
7. Work with the Marketing and Communications Manager to ensure that positive outcomes and opportunities are publicised through social media and other platforms linked to NEBDN's marketing strategy.
8. Put in place a broader engagement strategy to raise the profile of dental nursing as a profession, working with stakeholders within the profession - linked to NEBDN's training and assessment framework.
9. Act as an effective link between associates and the operations teams, providing expert advice where necessary.

Leading the Team

1. Ensure all contributors are fully aware of operational policies and procedures, and how to abide by them.



2. Organise opportunities for volunteers to come together as a team to share experiences and feedback, including facilitating a volunteer focus group.
3. Facilitate the provision of peer support where appropriate to ensure individuals get the most from their involvement with NEBDN.
4. Ensure all individuals uphold the standards required of them and address any issues, including monitoring examiner feedback.
5. Work with the senior management team to organise and facilitate a range of events for volunteers.
6. Oversee special recognition awards and emeritus examiner status.
7. Assist with the co-ordination of associates at the OSCEs and be present at exams where appropriate.

Financial Management

1. Oversee the budget, manage expenditure and ensure that income and expenditure is within business plan targets.
2. Implement the risk framework in relation to own area of responsibility to protect the organisations' reputation as a provider of quality professional examinations and assessments.

General requirements

1. Ensure that all responsibilities are undertaken in an effective and appropriate manner which meet the requirements of NEBDN in accordance with the Standards of Performance and Conduct.
2. Seek to continuously improve in all aspects of the job role for the charity to deliver the best possible service.
3. Positively participate in internal/external meetings and training.
4. Positively participate in regular one-to-ones and annual appraisals.
5. Ensure that all NEBDN's policies and procedures are adhered to at all times.
6. Work in accordance with NEBDN's culture, values, aims and objectives.
7. Act as a positive ambassador for the charity at all times.
8. Undertake any other duties that may be reasonably required from time to time.
9. Acknowledging the need for professional sharing of information with relevant parties, maintaining strict confidentiality of information conveyed to them by the Chief Executive, Trustees, beneficiaries, staff and external organisations.



NB: This job description forms part of the Contract of Employment of the person appointed to this post. It reflects the position at the present time only and may be changed at management's discretion in the future. As a general term of employment, the charity may make any necessary changes in job content or may require the post holder to undertake other duties, at any location in the charity's service, provided that such changes are appropriate to the employee's role.

Person Specification

Post: Engagement Manager		
Criteria	Essential or Desirable	Method of Identification
Qualifications:		
GDC Registrant	Essential	Application
Management or other relevant qualification	Desirable	Application
Evidence of commitment to own and others' continuing professional development	Essential	Application
Proven Experience:		
Relevant volunteer or expert advisor co-ordination experience in a charity, not for profit or educational setting or in a commercial organisation	Desirable	Application/Interview
Experience of budget management and monitoring income and expenditure	Desirable	Application/Interview
Understanding of the background to and aims of current dental education, training and assessment	Essential	Application/Interview
Experience of overseeing the implementation of volunteering strategies and operational delivery plans	Desirable	Application/Interview
Experience of effectively utilising KPI frameworks	Desirable	Application/Interview
Experience of developing, delivering and facilitating CPD opportunities	Desirable	Application/Interview
Experience of co ordinating local and regional events	Desirable	Application/Interview
Experience as an NEBDN examiner, co ordinator or local organiser	Desirable	Application/Interview



Knowledge, Skills and Abilities:		
Professional knowledge of expert advisor and /or volunteering and standards	Essential	Interview
Excellent communication skills at all levels	Essential	Interview
Personal presence and presentation skills, able to represent the organisation professionally	Essential	Interview
Good financial management skills	Desirable	Interview
Excellent organisational skills and ability to prioritise multiple tasks	Essential	Interview
Excellent IT skills with ability to prepare reports in Word, spreadsheets in Excel and Power Point	Essential	Interview/assessment
Able to effectively lead and motivate a volunteer team	Essential	Interview/assessment
Ambition and ability to reinforce the highest standards of service delivery	Essential	Interview
Understanding of regulatory and legal obligations affecting NEBDN	Desirable	Interview
Behaviours:		
High standards of personal ethics and integrity	Essential	Interview/assessment
Personal qualities of self-belief, self-awareness, self-management	Essential	Interview/assessment
A genuine desire for service excellence and continuous improvement	Essential	Interview/assessment
Ability to achieve success through people – holding to account, empowering, influencing and collaborative working	Essential	Interview/assessment
Displays emotional intelligence linked to sound judgement and decision making	Essential	Interview/assessment
Personal credibility and ability to influence, inspire and motivate proactively.	Essential	Interview/assessment



Other Attributes:		
Full driving licence	Essential	Application
Able and willing to travel on business when required including overnight stays	Essential	Application
Able to be flexible in hours of work when required according to charity requirements	Essential	Application
Empathy with NEBDN's aims and objectives	Desirable	Interview