

Deputy Patient Experience Manager

Department: Health and Care Jersey

Section: Director of Nursing

Reports to: Patient Experience Manager

JE Ref: HCJ1374

Grade: CS10

JE Date: 14/07/2025

Job purpose

The Deputy Patient Experience Manager will support and deputise for the Patient Experience Manager in the leadership, management, and delivery of a comprehensive patient experience and complaints function across Health and Care Jersey (HCJ). They will play a key role in ensuring concerns and complaints are resolved promptly, effectively, and with empathy.

The Deputy Patient Experience Manager plays a key role in driving service improvement across HCJ by building strong relationships with care groups and promoting a customer-focused culture. They are solely responsible for end to end development, implementation and management of a volunteer service to enhance patient experiences and lead efforts to gather and act on patient feedback, ensuring continuous improvement in person-centred care”

Job specific outcomes

1. Deputise for and support the Patient Experience Manager in the development and oversight of all functions within the Patient Experience Team, ensuring performance management, attendance, training, and Connect performance appraisals are conducted in line with policy. This will contribute to embedding a consistent, customer-focused culture across the organisation.
2. Deputise for and support the Patient Experience Manager in the day-to-day management of the Patient Experience Team, ensuring that concerns are addressed promptly, managed appropriately, and resolved to a high standard to maintain trust and satisfaction in the services provided.
3. Lead the development, implementation, delivery, and ongoing management of a volunteer service across Health and Care Jersey, designed to enhance and support the improvement of the patient experience.
4. Maintain overall management responsibility for the Interpreting and Volunteering Service across all Health and Care Jersey sites, ensuring the effective delivery of translation and volunteer support to enhance the patient experience and drive continuous improvement. This includes the recruitment and coordination of language service assistants and volunteers in accordance with organisational policies.

5. Lead and drive continuous improvement within the translation and volunteering services by developing, promoting, and monitoring compliance with relevant policies and standards. Act as the primary point of contact for queries and advice related to policy adherence, and implement changes to maintain and enhance the quality of interpreting, translation, and volunteering services.
6. Develop partnerships with internal and external stakeholders. Promote the role of volunteers to ensure the role is fully understood. Attend public events and local community groups to raise awareness of volunteering and increase recruitment
7. Hold budgetary responsibility for interpreting and translation services, ensuring monthly payments and invoices are processed and authorised in line with organisational financial policies. Appropriately allocate resources, arrange written translation services as required, and source specialist language support (e.g., British Sign Language) by liaising with national external service providers.
8. Work collaboratively with staff at all levels across Health and Care Jersey (HCJ), often in challenging or sensitive situations, providing expert advice and practical support to ensure that complainant correspondence is managed appropriately. Ensure responses are timely, high-quality, and contribute to maintaining trust and satisfaction in services.
9. Influence organisational change by actively promoting Health and Care Jersey's vision and commitment to person-centred care. Drive behavioural and cultural change to strengthen relationships with patients, carers, volunteers, and the public, ensuring a more compassionate, responsive, and inclusive care environment.
10. Support the maintenance of excellent data quality through accurate input and reporting, and conduct service audits and reviews to develop and uphold governance and assurance standards.
11. Provide support to staff across the Patient and Service User Experience Team, Volunteer Service, and Translating/Interpreting Service to ensure excellent patient and service user experiences. This includes contributing to national and local projects, campaigns, and other initiatives spanning multiple care organisations.

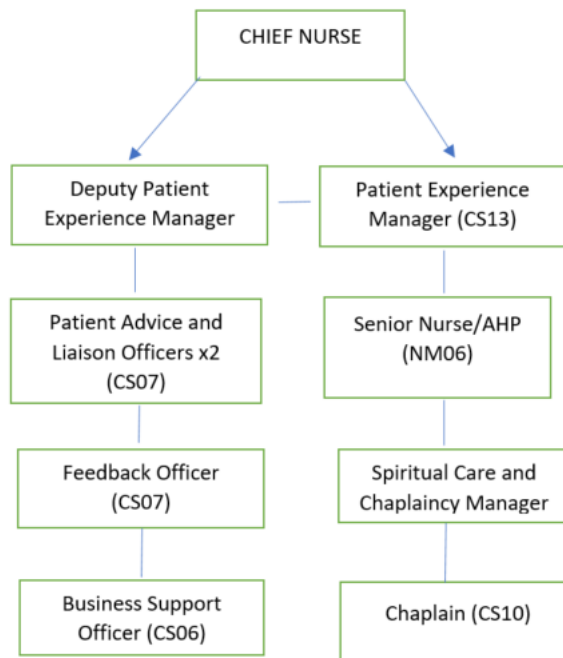
Statutory responsibilities

This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisational structure



Organisation chart



Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i>	<ul style="list-style-type: none"> Educated to degree level or have equivalent experience relevant to field of customer services and public sector complaints. Evidence of recent or ongoing training and development in leadership and management 	<ul style="list-style-type: none"> Project management experience Accredited volunteer management training
Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i>	<ul style="list-style-type: none"> Knowledge of current issues and guidance relating to Patient Experience Knowledge and experience of working with and supporting colleagues with complaint processes. Knowledge and experience of implementing and delivering a complaints process Knowledge and experience of supervising and organising groups of people. Ability to develop innovative methods of attracting and communicating with prospective volunteers. 	<p>Knowledge of GoJ Customer Feedback Policy and core requirements. Experience of working within the Public Sector – HCJ in particular</p> <p>Experience of collating and providing data to stakeholders such as senior management</p> <p>Understanding of legislation and best practice guidance relating to volunteering</p> <p>Understanding of confidentiality information governance and safeguarding</p>

<p>Technical / Work-based Skills</p> <p><i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<ul style="list-style-type: none"> • Exceptional administrative and organisational skills and ability to prioritise workload. • Ability to convey complex information and processes to a variety of audiences in a straightforward manner 	<p>Experience of writing and implementing policy and procedures</p> <p>Experience of carrying out appraisals and evaluating performance</p> <p>Experience of recruitment and interview techniques.</p>
<p>General Skills/Attributes</p> <p><i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<ul style="list-style-type: none"> • Ability to work on own initiative and organise workload, allocating work as necessary, working to tight and often changing deadlines. • Ability to challenge traditional approaches. • Resilience, coping with adversity and ambiguity. • Operational management skills • Proven record of proactive performance management • Problem solver with sensitivity to contentious issues. • Strong team player who works effectively with other team members and is supportive of them. • Understanding of public finance manual and ability to work within budget constraints 	
<p>Experience</p> <p><i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body</i></p>	<ul style="list-style-type: none"> • Experience of effective partnership working with a range of stakeholders • Knowledge and understanding/experience of the principles of good complaint handling. 	<p>Demonstrate experience in working directly with clinicians, managers, and other staff on patient related concerns.</p> <p>Ability to deal with patients and members of the public in</p>

<i>(for example a period of post-qualification experience).</i>	<ul style="list-style-type: none"> • Experience of developing, leading, and establishing teams and services • Experience of carrying out appraisals and evaluating performance • Experience of working with Key data and metrics 	sometimes difficult and confrontational situations.
<p>Criteria relating to Safeguarding.</p> <p><i>Other requirements needed to confirm suitability to work with children and/ or adults at risk to include skills, abilities, experience, behaviours and attitude/ motivation and values towards children and/ or adults at risk.</i></p> <p><i>Please include any responsibility for children and / or adults at risk in the role and any safeguarding responsibilities and include whether DBS vetting will be required.</i></p>	<ul style="list-style-type: none"> • DBS Enhanced - Adults 	

Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities attributes and behaviour indicators.