



Candidate brief for the position of
**INTERIM CHIEF OFFICER – DEPARTMENT OF HEALTH &
SOCIAL CARE**
Isle of Man Government

March 2025



The Isle of Man

The Isle of Man is a self-governing dependency of the British Crown with a proud heritage and huge ambitions for the future. Island residents benefit from an unbeatable quality of life and great lifestyle opportunities. The Island is one of the safest places to live in Europe and is the only island nation in the world to be awarded UNESCO Biosphere status. Traditional industries are augmented by strong financial and professional services representation and an emergent e-gaming sector, all driving growth, prosperity and further opportunity for those who live, visit and work here.

The Isle of Man Government

The Isle of Man Government Agencies consist of Departments and Divisions, Statutory Boards and Offices. There are also many working parties and Commissions working to meet the needs of both business and local communities by creating effective new legislation, cutting red tape and reducing bureaucracy.

The Manx parliament, Tynwald, was founded more than 1,000 years ago and is the oldest continuous parliament in the world.

It has two chambers:

- The House of Keys, with 24 members (MHKs) elected at general elections every five years
- The Legislative Council, with nine members (MLCs) mostly elected by the Keys

The two chambers process legislation (which requires the Royal Assent before it can come into effect) but sit together as Tynwald to debate policy and financial issues.

Party politics plays a minor role in the Manx system and the majority of election candidates stand as independents. The leader of the government, the Chief Minister, is elected by and from amongst the Members of the House of Keys after each general election. The Chief Minister, and the nine Ministers selected by him or her, make up the Council of Ministers, the central executive body or Manx 'cabinet', accountable to Tynwald.

The Department of Health & Social Care (DHSC)

We are the Government department responsible for health and social care in the Isle of Man and comprise a small team of regulators, policy makers, professional advisors, researchers and administrators.

The Department does not directly provide health and social care services, but is responsible for making sure people have access to safe, effective and high-quality care. With a team of around fifty, plus over 20 committee members and patient representative volunteers, the DHSC is responsible for:

- Setting the long-term vision and strategy for health and care services;
- Undertaking health and social care policy development;



- Delivering a legislative programme;
- Commissions the health and care services to be delivered and the standards they are expected to meet through the mandate to Manx Care;
- Registering and regulating health and social care service providers;
- Developing and delivering the inspection programme for care service providers;
- Engaging with patients and service users to inform future service delivery and policy development;
- Working with Public Health and Health and Care Transformation teams in the Cabinet Office to deliver the recommendations approved by Tynwald following the independent review of health and care services by Sir Jonathan Michael.

Departmental Vision and Values

Vision:

To create a fully integrated health and social care system that is accessible and responsive to the needs of our population providing the right care, at the right time in the right place.

We will effectively plan for the health and social needs of our Island population to deliver an integrated and co-ordinated health and social care system that:

- Is person centred, needs-led and outcome focused;
- Makes it easy for an individual to navigate their health or social care journey;
- Enables self-care and self-management;
- Empowers people to look after their physical, mental and social wellbeing;
- Provides services which are good quality, safe, and accessible;
- Addresses inequalities and promotes choice and control where possible of how, where and when to access treatment and services;
- Places greater emphasis on care at home and in the community;
- Delivers more effective preventative and community-based interventions; and
- Asks about, and listens to, people's current and future needs to inform design and delivery of services.

Values:

- Communication
- Transparency
- Honesty
- Respect
- Innovation

Departmental Priorities:



Priority 1 Secure – understand how and where services can, and should be, delivered - support care at home and in our community - focus on empowering people to manage their own health and care needs and ensure prevention and earlier interventions are in place.

Priority 2 Vibrant – ensure the sustained development of integrated and coordinated primary, secondary and community care services. Focus on care in the community and ensuring communities have services and support networks that are accessible. This will enable people to remain at home for longer, or utilise community-based services, avoiding reliance on hospital-based services.

Priority 3 Sustainable - enable self-care and self-management with access to services as close to home as possible. Focus on integrated care that best meets the needs of patients, service users, carers and families. Coordinated and joined-up care across the system, that drives improvements, tackles inequalities and addresses the wider determinants of health and wellbeing.

The Mandate to Manx Care will continue to reflect these priorities, and the outcomes we are seeking, outlining the specific objectives in each year that will deliver incremental change in order to achieve our vision.

Departmental Responsibilities

Registration and Inspection – register, regulate and inspect all services which are captured within the service types of the Regulation of Care Act 2013 to; protect people, regulate how services are provided, standardise how services are regulated and promote transparency. We ensure that registered services adhere to the Registration Regulations and Care Services Regulations, regulating many different categories of services from child day care to adult care homes and monitor their adherence to specified minimum standards.

External Quality Regulation – identify and commission independent external regulators for services to be inspected regularly to monitor and improve the quality, safety and increase transparency of the health and social care services delivered on the Island. We connect with external regulators and health organisations to establish networks of knowledge sharing, expertise, best practice guidance and to carry out reciprocal peer reviews of services. The overarching strategy being to build additional capacity to embed regulatory reform and incorporate all health and social care services for continuous improvement and quality assurance.

Engagement - ensure public, patient and service user involvement in the development of department-led strategies, policy and legislation, and planning for service provision. This can be in



the form of consultations, drop-in sessions or community representation in meetings, as well as maintaining contact with communities who have already been involved with department activities.

Quality and Safety - oversee quality and safety standards, monitor quality and safety performance of services and assure Manx Care's safeguarding responsibilities are followed in line with legislation, policies, procedures and regulatory compliance.

Policy and Legislation - lead on the development of policy, planning consultations and engagement with stakeholders to ensure modern, fit for purpose well researched policy and legislation. Supported by legislation officers in the Attorney General's Chambers, we make sure the Isle of Man has laws that protect and promote people's health and wellbeing. We introduce new legislation, amend existing legislation, and write regulations and guidance to help people follow legislation properly.

Strategy and Commissioning – research and develop long-term strategies to ensure appropriate and effective health and social care services are available to meet the needs of our residents within the resources we have available. Through the Mandate to Manx Care, develop the specifications which describe the health and care services to be delivered and the expected standards. We regularly review the performance of those services and Manx Care's performance against the strategic objectives set through the Mandate.

Corporate Services - responsible for corporate governance, risk management, compliance and information governance, delivering the Department's statutory functions including Freedom of Information (FOI) and Subject Access Requests (SARs). We support the Minister and Executive Team, parliamentary business, key meetings and operational activities.

[Island Plan](#)

The Role of Interim Chief Officer

As Interim Chief Officer you will be responsible for providing the leadership and strategic direction and overseeing the performance of health and social care services in the Isle of Man.

As the most senior civil servant within the Department, you will have the opportunity to lead a team of 50 staff who are collectively accountable for setting the strategic priorities and policy development, legislation, and the regulation and quality assurance of all health and care services.

You will also be responsible for leading the Healthcare Transformation Programme which was established in 2019 to oversee the transformation of health and care services on the Island following the recommendations of Sir Jonathan Michael's independent review of health and care services.



As Interim Chief Officer you are accountable for the proper stewardship of financial resources allocated to the Department, including those allocated to Manx Care, through its annual Mandate. The total budget of the Department is currently approximately £370m. As accounting officer, you will need to assure yourself that the Island's health and care services are performing their functions and duties effectively and have the necessary governance and controls to ensure regularity, propriety and value for money.

While the Department is responsible for strategy, policy, the legislative framework and regulation the day-to-day operational management of services takes place at arm's length from the Department by Manx Care under the leadership of its own Chief Executive who is accountable to their own Board.

Reporting directly to the Chief Executive Officer of the Isle of Man Government, you will be responsible for:

- Providing clear, visible and values-led leadership and direction for the Department, maintaining effective and efficient use of resources;
- Supporting the transformational work currently being implemented across the health and care system;
- Leading on the development of Departmental strategies and plans in support of the Island Plan;
- Supporting the Minister and Members of the Department in their dealings on behalf of the Department;
- Taking the lead for all matters relating to the Council of Ministers and its Committees, Tynwald, House of Keys and Legislative Council, along with media and external relations matters;
- Implementing an extensive legislative programme;
- Responsibility for regulation and assurance of Health and Care system including Manx Care via the Manx Care Mandate;
- Transparency and accountability of the Department's performance;
- Representing the Department in a wide range of work-related settings, locally, nationally and internationally,
- Forming part of and contributing to the work of the Isle of Man Government's Chief Officer Group.;

Leadership and Strategic Direction

You will provide strategic leadership and direction for the Department, which is confident, visible and consistent. This will include:

- Acting as principal policy adviser, ensuring that sound and impartial advice is provided to the Minister and Members
- Leading development of departmental strategies and annual report;



- Ensuring that proposed policy initiatives are properly researched, analysed and assessed so that their impact can be understood, and so informed decisions can be made;
- Ensuring effective partnership working with other departments of government, and relevant external bodies;
- Taking lead responsibility for all matters relating to the Council of Ministers and its Committees, Tynwald, House of Keys and Legislative Council (and Standing and Select Committees of these bodies), the media and external relations;
- Providing strong leadership on the development and supporting co-production of health and social care strategic priorities;
- Acting on the need for change and ensuring that the delivery of such change is successful via the Manx Care Annual Mandate process and Mandate Assurance Framework process with Manx Care;
- Engendering effective partnership working with other government and statutory entities and relevant external bodies;
- Ensuring that the Department has the appropriate structure, capacity and capability to deliver its strategic and operational objectives.

The Minister will delegate certain functions to the Interim Chief Officer in accordance with the provisions of the Government Departments Act 1987.

Regulation, Assurance, and Quality Improvement

You will ensure overall operational effectiveness across the Department, through the effective management of people and performance. You will ensure high quality service and care delivery across the wider health and care system through the mandate assurance framework and department's regulatory functions. This will include:

- Delivering effective programmes in accordance with the aims and objectives set out in the Island Plan and the Department's Annual Report;
- Ensuring effective staff learning, development, performance management and succession management;
- Ensuring compliance with the provisions of the IoM Government Corporate Governance Principles, Code of Conduct and the Chief Officer Performance Management Framework
- Development of regulatory legislative reform;
- Accountability and delivery of a regulatory and inspection function including an external inspection programme;
- Responsibility for the continuing development and adherence of the Department's provider assurance framework;
- Oversight and assurance of the Manx Care Mandate;
- Managing the operational and organisational structure of the Department to maximise efficiency and the effectiveness of service delivery.



Resource Management

You will be accountable under IoM Government Financial Regulations as 'Accountable Officer' for the Department. This will include:

- Leading the Department's financial planning and budgetary management systems and safeguarding the Department's assets;
- Assurance of Manx Care's delegated Mandate budget;
- Managing effective delivery of the Department's capital programme;
- Ensuring that funds are properly managed, financial records are accurately kept and financial probity is maintained;
- Ensuring that budget limits are respected by budget holders and managers across the Department.

Representation and Promotion

You will represent the Department in a wide range of work-related settings locally, nationally and internationally, this will include explaining and promoting the programmes and services it provides. In addition, you will:

- Attend meetings, conduct discussions and deliver presentations to explain the policy, strategies and plans of the Department to internal and external stakeholders, representative bodies and other interest groups;
- Lead key intra-government relationships in promoting the Department's objectives;
- Influence, persuade and negotiate with all relevant external agencies;
- Appear before Select and Standing Committees of the Legislature;
- Attend specific and ad hoc senior level committee meetings within Government to provide information and advice;
- Contribute to officer level and other working groups across Government;
- Promote the work of the Department and where applicable Government, enhancing its reputation and that of the Island;
- Support the Minister and Members of the Department in their dealings on behalf of the Department both on and off-Island.

Corporate Contribution

You will contribute to the development of the broader policy and strategic framework for Government. This will include:

- Contributing to the work of Government's Chief Officer Group. As a member of the Group, you will work closely with the Chief Officers of the other departments and Cabinet Office Chief Operating Officer, to provide collective advice on policy considerations to the Council of Ministers, its sub-committees and to attain Government objectives;



- Provide information and advice to, and where required, lead and participate in relevant committees and working groups;
- Generate, review and comment on policy options and proposals;
- Implement corporate policies, systems and procedures across the Department and relating to a wide range of matters;
- Actively contributing to and delivering the key objectives within the 'Great Place to Work' cultural improvement programme.

The Interim Chief Officer will perform such other duties appropriate to the role as required by the:

- Minister in relation to the functions of the Department; and
- Chief Executive Officer in relation to Isle of Man Government corporate requirements;

and will be directly accountable to them in relation to the delivery of Department functions and corporate requirements, respectively.

Reporting Framework

The Interim Chief Officer of the Department of Health and Social Care, as a member of the Isle of Man Civil Service, reports through the Chief Executive Officer.

The Chief Executive Officer, as Head of the Civil Service, is responsible as 'Reporting Officer' for the implementation of, and compliance with, the provisions of the Isle of Man Civil Service Performance and Development Review Scheme, as it applies to the post.

As Reporting Officer, the Interim Chief Officer will ensure that, amongst other things, an annual:

- Individual performance objectives are agreed with the job holder and the Minister;
- Review and assessment of the post holder's performance and competency /behaviours made; and
- Performance Review meeting is conducted.

Compliance with the Scheme in no way impacts on the accountability of the job holder to the Minister and Members of the Department of Infrastructure in relation to the functions and duties of the Department.

The Interim Chief Officer will, as a key element in the performance review process, seek the active involvement of the Minister of the Department. In particular, the Minister will be asked to contribute to those elements of the post holder's Individual Performance Objectives relevant to the work of the Department. The Minister will also be asked to contribute to the job-holder's annual performance assessment review.

What do you need to be successful in this role?

	Essential or Desirable	Method of Assessment
Credibility		
Hold a management qualification	Desirable	CV/Pre-employment check
Significant experience as a system leader in a complex, politically sensitive organisation	Essential	CV/Interview
Significant leadership experience operating at a strategic/board level ideally in a health and social care organisation	Essential	CV/Interview
Understanding of health and social care regs and quality assurance standards	Essential	CV/Interview
Experience of or key contribution to developing policy and strategy within a complex organisation	Essential	CV/Interview
Experience of or significant understanding of policy and legislative development within health and care	Essential	CV/Interview
Experience in leading teams and managing people	Essential	Interview
Evidence of continuing career development	Essential	CV/Interview
Experience developing the culture, values and skills within an organisation on complex issues	Essential	CV/Interview
Able to challenge behaviours, attitudes and culture which present a barrier to improvement in services	Essential	CV/Interview
Able to encourage system level team working and problem solving	Essential	CV/Interview
Able to motivate, challenge and engage individuals and teams	Essential	CV/Interview
Well organised, methodical and able to prioritise	Essential	CV/Interview
Analytical, critical thinking and pragmatic approach to addressing complex financial and strategic situations	Essential	CV/Interview
Able to make difficult and unpopular decisions when needed	Essential	CV/Interview

Politically aware, tactful and diplomatic	Essential	CV/Interview
Have a focus on the future, encouraging innovation and support change	Essential	CV/Interview
Capability		
Exceptional communication and interpersonal skills – verbal, written, presenting, listening and facilitation	Essential	CV/Interview
Detailed understanding of health and care landscape	Essential	CV/Interview
Able to influence, negotiate and persuade	Essential	CV/Interview
Character		
Demonstrate our values of communication, transparency, respect, honesty, innovation and adaptability	Essential	Interview
Dynamic, passionate, open, participative and supportive leadership style	Essential	Interview
Demonstrate the ability to work calmly and effectively under pressure	Essential	Interview
Demonstrate self-motivation and personal impact	Essential	Interview
Other requirements		
Isle of Man Worker	Desirable	Application/Checks
Must be prepared to work flexibly and willing to attend functions outside of the normal office hours and undertake off-Island business travel.	Essential	Interview





The Isle of Man occupies a central position in the Irish Sea and the British Isles - between England and Ireland. The Island is accessible by sea and by air, with over 200 weekly flights off Island.

The Island is blessed with an extensive coastline, stunning natural landscapes and unspoilt beaches and is a popular holiday destination. Measuring 33 miles long and 13 miles wide, with a population of over 80,000 people, the Island has a diverse landscape, including glens, forests and beaches.

The Isle of Man is a self-governing country but has always had and continues to have very strong ties to the UK. The Island offers an excellent education and an NHS style free healthcare system.

The Island has a strong national Manx identity and culture that is community spirited and celebrated with cultural, food and drink and sporting festivals throughout the year including the world-renowned TT races, the Isle of Man Food and Drink Festival and the Manx Telecom Parish Walk.

Those living in the Island benefit from an unbeatable quality of life and great lifestyle opportunities.

The Island is one of the safest places to live in Europe and is the only Island Nation in the world to be awarded UNESCO Biosphere status, making it a truly unique location to live and work.

All the information you could need on the Isle of Man is available for you at www.locate.im



Indicative Timetable

- **Closing Date** – 23 April
- **Initial Interviews** – early May
- **Shortlisting** – mid May
- **Final Assessment, Stakeholder Panels & Interviews** – end of May (in the Isle of Man)

How to Apply

Application is by CV and supporting statement. The supporting statement should not exceed four sides of A4.

If you would like to discuss the role in more detail, please contact Megan Mathias, Chief Operating Officer, Cabinet Office at megan.mathias@gov.im

Applications should be submitted directly to Odgers by contacting either:

- Jes Ladva, Managing Partner +44 207 518 2662 | [jes.ladva@odgers.com](mailto:j.es.ladva@odgers.com)

or

- Beth Church, Executive Co-ordinator: +44 207 529 3066 | beth.church@odgers.com

All applications will receive an automated response.

All candidates are also requested to complete an online Equal Opportunities Monitoring Form which will be found at the end of the application process.

For **detailed information** on how we process your personal data, please review our privacy policy on our website <https://berwickpartners.co.uk/privacy-and-cookie-policy/>

In line with GDPR, we ask that you **do NOT send us** any information that can identify children or any of your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, data concerning health or sex life and sexual orientation, genetic and/or biometric data) in your CV and application documentation. Following this notice, any inclusion of your Sensitive Personal Data in your CV/application documentation will be understood by us as your express consent to process this information going forward. Please also remember to not mention anyone's information or details (e.g. referees) who have not previously agreed to their inclusion.

If you have any queries or would like more information, please contact:

Jonathan Clark

Partner

Berwick Partners

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