

JOB DESCRIPTION

TITLE:	Healthwatch Southwark (HWS) Research and Intelligence Officer
SALARY:	Up to £30k per annum dependent on experience
CONTRACT:	Fixed term until March 2022 with potential for extension dependent on funding
RESPONSIBLE TO:	Healthwatch Southwark Manager

PURPOSE OF JOB

The postholder will be responsible for delivering Healthwatch Southwark's research and intelligence work: high quality data management, engagement design, analysis and report-writing. They will help meaningfully investigate and clearly capture people's needs, experiences and opinion, so that HWS can effectively drive improvements to health and social care services.

The postholder will support the Engagement Officer with direct research activities with the public, and work alongside the Manager to promote the patient voice and influence decision-makers using our evidence base. They will also help signpost the public to resolve challenges in accessing health and social care services.

RESPONSIBILITIES

Research, intelligence and influence

1. Maintain and develop systems to manage data and intelligence gathered from a variety of sources (including HWS's signposting function). Lead on ensuring data quality and useful recording of intelligence.
2. Conduct background research and brief literature and policy review, and work with the HWS Engagement Officer to ensure engagement activities (surveys, interviews, focus groups etc.) are well designed in line with desired intelligence outcomes and good research practice.
3. Rigorously analyse and interpret data gathered from signposting and engagement work, including both qualitative and quantitative analysis.
4. Alongside the HWS Manager, lead on the production of quality evidence-based HWS reports, presenting findings clearly and persuasively to broad audiences, and making recommendations for the improvement of health and care services.
5. Represent HWS at appropriate meetings and committees with local providers and commissioners, deploying evidence-based, patient-focused insights to influence

decisions. This will include occasional presentation of reports, and commentary on other organisations' engagement plans.

6. Provide accurate evidence in response to intelligence requests (such as from the Care Quality Commission and to public consultations), and commentary on local services and decisions (including hospital trusts' annual Quality Accounts).

Engagement and outreach

7. Alongside the Engagement Officer, help deliver effective engagement activities including surveys, interviews and focus groups, and participate in Enter and View visits.
8. Help deliver public events both to gather public opinion and to make known the views of users of services to decision makers, including by identifying speakers and ensuring they are appropriately briefed.
9. Contribute to all HWS communications channels including copy writing appropriate to diverse audiences, and proofreading/quality checking.
10. On occasion, support the Engagement Officer with outreach activities including stalls and attending community events.
11. On occasion, attend external public events to support the user voice, raise HWS's profile and stay informed.

Information and signposting

12. Alongside the rest of the team, provide information on health and social care services to all sections of the local population, signposting people to support to access services and resolve difficulties.

General

13. Help to build positive and productive relationships with other organisations, including voluntary and community groups, decision makers, commissioners and funders, Healthwatch England, other local Healthwatches, and the Care Quality Commission.
14. Work in a productive and supportive way with the HWS volunteers.
15. Support the HWS Manager to work effectively with the HWS Advisory Group, including through occasional provision and presentation of papers and contribution to discussions.
16. Help to scan the horizon for upcoming policy and service changes at national and local level, identifying opportunities and pressures. In particular, monitor the quality of local services as assessed by organisations such as the Care Quality Commission.
17. Support the development of tenders and bids for consultancy and contracted work, and help deliver this work in a timely and professional way in line with the usual responsibilities of the post.

18. Undertake other tasks from time to time and as appropriate, that may be required by management in line with the goals of the organisation.

In common with all Community Southwark staff

19. To participate in supervision and appraisal and undergo training as necessary, taking responsibility for one’s professional development.

20. To work as part of the Healthwatch and wider Community Southwark teams by participating in meetings, working collaboratively with other staff, and communicating internally.

21. To complete timely monitoring reports and contribute to Annual Reports as required.

22. To provide input into strategic planning.

23. To work within HWS’s contract and legal and statutory duties, and all of Community Southwark’s protocols and policies, including financial controls, administrative records, and the Health and Safety, Equal Opportunities, and Data Protection policies.

24. To help to ensure that equality of opportunity and respect for diversity are integral to the organisation’s work.

25. To support Community Southwark and Healthwatch Southwark’s vision and strategic objectives.

WHO WE ARE LOOKING FOR: PERSON SPECIFICATION

	Essential	Desirable
Skills and experience		
Strong performance at degree level, or equivalent qualifications or experience	x	
Strong research and analysis skills and experience including: <ul style="list-style-type: none"> • Background research, literature or policy review • Knowledge of qualitative and quantitative research methods (e.g. survey, interview, focus group design), and practical experience using some of these methods sensitively with diverse groups • Qualitative and quantitative analysis • Policy/service improvement-focused research 	x x x	x
Demonstrated ability to digest and scrutinise large amounts of information efficiently and extract key relevant points	x	
Track record of rigorous data management and ensuring data quality	x	
Outstanding writing skills, including report writing and copy writing for a variety of audiences	x	

Experience of making effective recommendations for policy or service improvement		x
Good skills in and familiarity with Excel; competence in Word and contributing to websites	x	
Demonstrated ability to clearly and persuasively present findings and recommendations verbally to a variety of audiences	x	
Networking and influencing skills: <ul style="list-style-type: none"> • Demonstrated ability to build positive, professional relationships with a range of external individuals and organisations • Demonstrated ability to deliver constructive feedback appropriately and influence decisions 	x	x
Experience of coordinating or supporting public events		x
Experience of, or demonstrated personal skills required for, sensitively supporting people facing difficult circumstances	x	
Interests and knowledge		
Passion for quality public health and care services and understanding of the role of patient voice in achieving this	x	
Knowledge of health and social care systems and the challenges facing them		x
Appreciation for the challenges faced by disadvantaged people and those from diverse seldom heard communities, and commitment to tackling inequalities	x	
Understanding of local and/or health services decision making and how it can be influenced		x
Personal qualities and work style		
Adaptable, willing to learn and with a strong work ethic	x	
Able to show initiative and constructively approach challenges	x	
Able to work flexibly and collaboratively as part of a small team	x	
Organised, with ability to work on a range of projects at once, and meet deadlines	x	
Able to apply structured, critical thinking, attention to detail, accuracy and rigour	x	
Reliable	x	

ADDITIONAL INFORMATION

Location: The post is currently based at Cambridge House, 1 Addington Square, Camberwell, London SE5 0HF

Hours of work: 35 per week

	Core office hours	Flexi-time
Monday to Friday	10am to 4pm	8am to 6.30pm

A flexi-time scheme is in operation at Community Southwark. The applicant should be willing to work the core office hours and within the flexi-time hours. The person appointed may be required to work outside these hours.

Annual Leave: 30 days Annual Leave in addition to bank holidays. The leave year runs from 1st April to 31st March.

Pension scheme: There is a company pension scheme to which employees currently contribute 3% of their salaries and the employer contributes 5%.

Probationary period: The appointment will commence with a probation period of six months which may be terminated at a month's notice by either side during the period.

Other: Successful applicants will need to prove their entitlement to work in the UK and will be subject to DBS checks, due to the requirement to participate in Enter and View functions.