

## Communications, Engagement and Project Officer

- Hours:** Full time, core hours are 9am-5pm some flexibility is necessary and occasional evening and weekend work is required
- Location:** Twickenham with travel throughout the London Borough of Richmond  
To adhere to government guidance, the post may involve homeworking
- Reports to:** Chief Officer
- Salary:** £26,138 per annum + pension

### Overview

Healthwatch Richmond are the independent champion for people who use health and social care services. We're here to make sure that those running services, put people at the heart of health and social care services and to help people to find the information they need.

Our purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf to ensure that they meet the needs of our community.

You regularly produce content for press and media, email, print, website and social media to promote the organisation.

You'll see work through from start to finish; designing and undertaking projects, analysing results, writing reports and promoting the outcomes and impact.

You will gather the views and experiences of people who use NHS and social care through planning and delivering a programme of engagement activities to reach people on both sides of the digital divide. You will make use of video calls, webinars, phone and conference calls, online and postal surveys. When it is safe to do so you will engage people face to face through outreach sessions, focus groups and visits to review services.

Our work is dynamic and constantly evolving so the ability to pick-up new skills and approaches, adapt and find pragmatic solutions is essential. As part of a small team you will be involved in many aspects of the organisation.

Induction, support and training will be provided in line with the candidate's needs.

### Apply

To apply please send a CV explaining how you meet the Job Description, a covering letter explaining how you meet the Person Specification and details of two referees to:  
[mike@healthwatchrichmond.co.uk](mailto:mike@healthwatchrichmond.co.uk)

**Interviews will be scheduled as applications are received**

For further information: email [mike@healthwatchrichmond.co.uk](mailto:mike@healthwatchrichmond.co.uk) or call 0208 099 5335



**Job Description:**

1. Produce content for and distribute regular communications via media, print, website and social media channels
2. Develop and deliver an effective and extensive programme of community engagement to promote Healthwatch, gather and accurately record community experiences of health and social care, deliver the signposting service and record feedback and activity on the database
3. Undertake analysis of the database to identify trends on which projects will be based
4. Plan and undertake projects arising from community engagement
5. Work with volunteers to undertake outreach, enter and view and project work, convening and supporting project groups to coordinate the work
6. Support the development and delivery of public meetings and engagement events
7. Collaborate with other staff to support the delivery of Healthwatch's signposting role
8. Provide occasional administrative support to the organisation's Board and Committees this include arranging meetings or events, distributing papers and taking minutes
9. Undertake any other tasks necessary to ensure the smooth running of the organisation as directed by the Chief Officer

**Person Specification:**

**Essential**

1. Excellent communication skills and the ability to tailor communication and engagement to the audience using face to face, print and online methods
2. Experience of collecting information through interviews, developing questionnaires and making observations, analysing information and producing well evidenced reports
3. Strong computer skills and ability to develop skill with new systems
4. Experience of project management, community engagement or working with volunteers
5. An understanding of and commitment to equal opportunities
6. Understanding of the NHS and/or social care
7. Responsive to feedback on work and ability work flexibly
8. Ability to manage multiple projects effectively and meet deadlines
9. Willingness to take on different tasks to meet the changing needs of the organisation
10. Degree level education or extensive relevant experience
11. Entitlement to work in the UK

A Disclosure and Barring Service check is required for this role.

**Desirable**

1. Experience of organising and facilitating public meetings and events
2. Understanding of Safeguarding principles for vulnerable adults and vulnerable children
3. Experience of working with committees or boards

