



Communications Officer

Hours: 28 hours per week, Monday to Thursday

Salary: £30,000 full-time equivalent; £24,000 actual salary for 28 hours

Location: Office-based in SE18, with occasional work at community venues across Greenwich

Reports to: Chief Executive Officer

Healthwatch Greenwich is the independent champion for people who use health and social care services in the Royal Borough of Greenwich. We listen to residents, identify where services are working well and where they need to improve, and use this evidence to influence decision-makers.

Make your communications work matter

Are you a creative, confident communicator who wants your work to make a visible difference?

At Healthwatch Greenwich, communications are central to our purpose. The stories we share, the reports we publish and the campaigns we run help make sure residents' experiences influence the people responsible for local health and social care services.

This is an opportunity to take real ownership of communications within a small, purposeful charity. You will have the freedom to bring forward ideas, shape our content and find compelling ways to reach residents, communities and decision-makers.

One day you might turn a resident's experience into a powerful story. The next, you could be launching a new report, creating content for a community campaign or finding a better way to engage people online. You will work across a varied portfolio and be able to see the difference your communications make.

You will work closely with a supportive team and with NHS, local authority and community partners. This is our dedicated communications role, so we are looking for someone who enjoys taking initiative, managing their own work and turning ideas and evidence into clear, engaging content.

What you will do

- Shape and deliver a rolling communications and editorial plan that supports Healthwatch Greenwich's priorities.
- Create engaging and accessible content for our website, social media, newsletters, stakeholder communications and printed materials.
- Bring our research and resident insight to life by coordinating the publication and promotion of reports, campaigns, events and opportunities.
- Keep our website and digital channels current and engaging.
- Use website, newsletter and social media analytics to understand what is working and grow our reach.
- Manage our communications inbox, website forms and mailing lists.
- Provide communications support to engagement and research projects, including occasional attendance at community events and stakeholder meetings.
- Work alongside colleagues to plan and create engaging assets for Healthwatch Greenwich's projects and campaigns.
- Train, brief and support communications volunteers, helping them develop their skills, and ensure their work meets Healthwatch Greenwich's brand standards.
- Coordinate communications design, printing and merchandise orders.

What we are looking for

This role requires someone who enjoys taking ownership and making things happen. You will be able to plan recurring communications activity alongside campaigns, events and publications, follow up actions and work with colleagues without waiting for detailed direction. You will know when to ask questions, and how to manage competing priorities and deadlines. Your work will demonstrate high standards of accuracy, editorial checking and quality assurance.

You will combine creativity with strong organisation, sound judgement and excellent attention to detail. You will have experience of independently planning and delivering communications across channels, including creating digital content, managing social media accounts and maintaining website content. You will be a confident writer and editor who can turn complex information into clear and engaging content for different audiences. You will also be comfortable using Canva or similar design software and Microsoft 365 applications.

You will understand the importance of inclusive and accessible communications and of representing people's experiences sensitively and respectfully. You will be able to build positive working relationships with external partners and will share our commitment to equity, social justice and improving health and social care services.

You will enjoy helping other people contribute and develop. You will be able to explain communications tasks and standards clearly, provide supportive and constructive feedback, and coordinate volunteers' work alongside your own priorities.

Experience of working in health, social care, local government or the voluntary and community sector would be helpful, but it is not essential. We are interested in what you can bring to the role and welcome relevant experience gained through paid employment, volunteering or other settings.

How to apply

Applications will be reviewed on a rolling basis. Only shortlisted candidates will be contacted.

Please submit your completed application form and equalities monitoring form to joy@healthwatchgreenwich.co.uk with the subject line **Communications Officer Application**.

Healthwatch Greenwich is committed to equality, diversity and inclusion and welcomes applications from all sections of the community.