

Project Support Officer Job Description & Person Spec



Title:	Project Support Officer
Salary:	£22,000 Pro rata + 5% pension contribution
Hours:	Part-time 28 hrs a week To be worked flexibly over 5 days (negotiable). Please note that attendance at our offices every Monday afternoon is essential for our weekly team meeting. Office working on Thursdays is also preferable.
Contract:	Initial 12 months with the potential to extend
Holidays:	Starting at 28 days (+ 3 days for Christmas + bank holidays) – Pro rata
Location:	Home-based, apart from Monday afternoons and preferably Thursdays at our office in Community Base, Queens Road, Brighton
Deadline:	9am on Wednesday 3rd July 2024
Interviews:	Wednesday 10th July

About Healthwatch Brighton and Hove

Healthwatch Brighton and Hove is the official voice for people who use health and social care services in our city. We are an innovative and independent organisation gathering the views and experiences of patients and service users. You can see a short video about how we work [on our website](#).

Why work for us?

If you are passionate about making a difference in your local community, then this position is for you. We have built a reputation for delivering high-quality projects involving patients, that make a real difference. Last year's [Annual Report](#) describes some of our work and the impacts we achieve.



In 2021 and 2022, we were "[Highly Commended](#)" for our work by Healthwatch England, one of four Healthwatch teams (out of 151 nationally) to receive this accolade. You will therefore be joining a successful and respected team.

Our team

You will be part of a small team that enjoys working together and helping others. We collectively bring a range of different experiences, and there are frequent opportunities to learn skills from each other. As part of this role, you can develop your skills further through attending tailor-made courses, for example, from Healthwatch England.

How to apply

*"In this role, you will be part of an incredibly friendly and supportive staff team, engage with our wonderful volunteers, and get to use and learn a wide range of skills. It's the role for you if you can work flexibly, you're interested in health and social care, and you want to be part of organisation dedicated to helping their local community." – **current Project Support Officer***

To apply, please send an up-to-date CV and 2-page covering letter to recruitment@healthwatchbrightonandhove.co.uk by **9am on Wednesday 3rd July 2024**.

Your letter should describe your interest and suitability for the post making reference to the Job Description and Person Specification below.

We will hold interviews on Wednesday 10th July.

We welcome the opportunity to discuss this role and would encourage you to find out more. To arrange an informal chat please contact Katy Francis, current Project Support Officer, at katy@hwbh.co.uk.

Job Description

The Role

You will contribute to the effective delivery of our work by having three main roles: 1. Volunteer recruitment and support; 2. Communications and engagement support; 3. Project and administrative support.

*"Healthwatch empowers communities, ensuring their voices are heard in healthcare. It is a valuable partner, bridging gaps, advocating for better services, driving meaningful change, enhancing health outcomes, and fostering trust in the health system." – **Cllr Dr Bruno De Oliveira, Chair of the city's Health and Wellbeing Board.***

What makes this role different?

You will be responsible for:

1. **recruiting and supporting our volunteers** who are an essential part of our success. We currently have around 35 active volunteers. You will be someone who gets on well with people, understands how to coordinate and support people and be able to plan and support a range of activities and pieces of work which involve our volunteers.
2. **help us communicate what we do and demonstrate our impacts.** Part of this will involve arranging for us to host and attend public events so that we can meet and speak to members of the public.
3. **carry out a variety of essential project-related and administrative tasks** which provide critical support to the rest of the team.

As a small organisation, all staff members help one another by taking on additional tasks. You will therefore need to work flexibly and take on new functions as and when needed.

More detail is provided below.

1. Recruiting & supporting volunteers:

a. Recruitment of new volunteers – you will:

- maintain up-to-date information about our current volunteer roles and publicise these as necessary e.g., on our website, social media and other platforms.
- respond to new volunteer enquiries and process applications with relevant paperwork (e.g., references).
- arrange informal interviews and carry out informal induction training.
- coordinate other training, verify IDs and arrange Disclosure and Barring Service (DBS) checks as required.
- be responsible for arranging student placement volunteers which include building and maintaining relationships with the local universities.

b. Supporting existing volunteers – you will:

- be the main contact for our volunteers answering their general queries.
- keep up to date with volunteers e.g. using our WhatsApp group and maintain our volunteer database, e.g., their activity, contact details etc.

- organise volunteer social events with team support several times a year.
- provide support to volunteers who attend meetings on our behalf.
- follow-up with volunteers to ensure that we capture feedback from the meetings and other engagement activities they attend.
- work with other staff members to organise [Enter and Views](#) visits with volunteers. These are an essential part of our work, which involve visiting health and social care settings.
- ensure training and support is provided to volunteers.
- support other team members by allocating appropriate volunteers to projects.
- provide support to our volunteers who maintain our helpline.

2. Communications and engagement support – you will:

- Send regular emails and group WhatsApps to volunteers containing information and opportunities that they may be interested in.
- Produce a volunteers' newsletter with updates on staff, our projects, and a 'volunteer spotlight' three times a year.
- Routinely update our website and social media with news, reports, events, advice and guidance.
- Monitor our social media accounts ensuring we post regularly and maintain a strong presence.
- Issue regular mailshots for press releases, projects, and news using Mailchimp.
- Support the team by designing infographics for reports and campaign materials to support new and ongoing projects, using Canva.
- Help identify, organise, and attend engagement events across the year.
- Produce and maintain a calendar of events and arrange for promotion of these.
- Produce a monthly newsletter with details of our work as well as local and national stories of interest.

3. Project and administrative support – you will:

- Proofread draft documents, surveys, and other documents.
- Input data into online survey software e.g., SmartSurvey.
- Categorise data from our projects into themes.
- Support the production of our Performance Reports and Annual Report.
- Check and maintain the Healthwatch Office mailbox.

- Arrange meetings and other events, sending out agendas, setting up meeting spaces, ensuring relevant paperwork and refreshments are all available.
- Arrange Board meetings, liaising with Board members.
- Take minutes at meetings.
- Order stationery and equipment.
- Monitor staff training attended.

Person Specification

Knowledge/Experience	Essential	Desirable
Recruiting and working with volunteers or people in unpaid roles	✓	
Understanding the challenges involved in recruiting, training and retaining volunteers	✓	
Experience in arranging meetings and diary management	✓	
A well-developed understanding of Brighton & Hove's geography and communities		✓
Experience of working in Health or Social Care		✓
Experience in database management		✓
Experience of Communications and Engagement	✓	

Skills and Abilities		
Able to relate to a diverse range of people	✓	
Ability to build and maintain relationships	✓	
Excellent presentation and written skills	✓	
Well-developed IT skills	✓	
Ability to work independently, as part of a team and through others	✓	
Engage with volunteers to provide feedback on their roles e.g. meeting representatives and projects	✓	
Ability to work with external stakeholders		✓
Personal Qualities		
Good at networking and building good relationships	✓	
Confident, outgoing, persuasive and enthusiastic	✓	
Conscientious and strong commitment to your work	✓	

Ability to develop good relationships among the team	✓	
Values		
Ability to work in a small team and take on additional responsibilities as needed	✓	
Commitment to equality and diversity	✓	

Contra-indicators

Any previous convictions which would render the person unsuitable to work with vulnerable people or enter premises where vulnerable people are being cared for. This post is exempt under Section 4 (2) of the Rehabilitation of Offenders Act, and the successful candidate will be DBS-checked prior to taking up the post.

Healthwatch ‘Ways of Working’ and Values

Healthwatch is a small organisation with a very limited staff and volunteer team alongside ambitious targets and responsibilities. As such there are several areas that should be seen as ‘everyone’s responsibility’ and organisational ‘ways of working’. Our ways of working are about who we are as an organisation and what we need to do to succeed in the future. By this we mean a general approach and culture that all staff should aim to embed into their day-to-day roles and responsibilities as demonstrated by the points below.

- Promoting and marketing HWB&H proactively e.g., taking leaflets to events, helping with social media accounts and promoting activities.
- Engaging and encouraging the public to become actively involved in all aspects of Healthwatch work e.g., consultations, volunteering and representative work.
- Contributing articles to our newsletter e.g., writing up a successful piece of work.
- Adopting and practising an empowerment approach, such that volunteers, patients and the public feel able to take action for themselves and/or build skills and experience.
- Working in partnership and building good relationships with all stakeholders.
- Identifying opportunities for new work and/or funding.
- Contributing to the development of the organisation, its profile, impact and helping to foster a good ‘can do’ reputation.
- Collecting evidence and actively contributing to monitoring and evaluation processes to demonstrate impact of work undertaken.
- Contributing to planning and engaging positively in solution-based working.
- Representing Healthwatch positively at events and other activities.

- Adopting and practising an equalities approach in all aspects of day-to-day work.

Supporting volunteers in the organisation regardless of their role e.g., helping volunteers be part of the team and providing help and information where possible to representatives and Board members