

Information, Policy and Research Officer Application Pack

Date: 10th March 2025



Job Title:	Information, Policy and Research Officer
Salary:	£28,953 per annum (+3% pension contribution)
Working hours:	Full-time 37.5 hours per week (5 days per week)
Contract length:	Permanent
Reports to:	Operations and Research Manager Healthwatch Hounslow
Based:	London Borough of Hounslow with Hybrid working (regular time spent in Hounslow community)

About Public Voice

Public Voice is a Community Interest Company (CIC) with a mission to improve neighbourhoods, the lives of the people who live in them and the public services they use.

Through our work, we ensure people in the community are heard – bringing together diverse voices and including those who find themselves marginalised or are rarely reached by service providers. We take a user-centred, co-production approach to understanding individuals’ and communities’ needs, and translate that into meaningful insights for service providers in government, public health, and housing. The results are better outcomes for residents and service users, more effective and efficient services for providers, and stronger and healthier neighbourhoods.

As part of this mission, Public Voice runs local Healthwatch services across London. Healthwatch is the independent watchdog for local health and social care services. This role would be part of Healthwatch Hounslow, giving voices to service users, and gathering research and insights to effect positive change.

The role

The Information, Policy and Research Officer will support and report to the Operations and Research Manager Healthwatch Hounslow. They will:

- deliver research projects – this includes planning the project, designing the methodology, undertaking quantitative and qualitative analysis, and reporting findings through presentations and reports throughout the year;
- undertake policy reviews and provide advice on survey / research and evaluation methodology / techniques to the CEO, Operations and Research Manager Healthwatch Hounslow and other members of the Public Voice team;
- work with Public Voice teams to capture issues and concerns relating to access to services, the delivery of services and policy gaps, and use this information to identify common themes which relate to service delivery and policy in health and social care; and
- be able to engage with seldom-heard communities in the borough.

About You

We are looking for somebody with proven research experience, including the ability to interpret and analyse data and present solutions. With an interest in health and social care, you should be confident in speaking and presenting in public and able to deliver effective programme and project management, whilst delivering research projects and undertaking policy reviews.

You should be somebody who promotes and values equality and diversity and can show warmth, empathy and respect for others, with the ability to effectively engage the local community and seldom-heard communities in the borough of Hounslow.

Job Summary

Main duties

1. Plan, undertake, deliver and report on research projects for Public Voice and Healthwatch Hounslow in the fields of health and social care.
2. Use a variety of research techniques, including interviews (face to face, phone and online), focus groups, surveys, case studies, literature reviews.
3. Engage communities in the borough in regards to any healthcare challenges they may face and gauge any disparities which may be emerging.
4. Use quantitative and qualitative analysis in research projects.
5. Present and report findings and recommendations, both orally through presentations and in writing through reports.
6. Work with Public Voice teams to identify themes relating to service failure and policy gaps.
7. Build excellent working relationships with statutory and other key agencies through representing Public Voice and Healthwatch Hounslow at meetings.

8. Contribute to bids for new work.
9. Undertake any other reasonable duties as required.

Values and behaviours

- Warmth, empathy and respect for others
- Promote equality and value diversity
- Agile, adaptable and flexible
- Able to think and work independently

How to apply

For more information please download the application pack. To apply, please email a copy of your CV and a personal statement of no more than two sides of A4 detailing your suitability for the role to info@publicvoice.london. Deadline for applications is **5pm on Monday 24th March 2025**. Shortlisted candidates will be invited for interview.

If you require the application pack in an alternative format or for any other enquiries, please call the office on 020 3196 1900.

Equality, diversity and inclusion

Public Voice is an equal opportunities employer and an anti-discrimination, pro-diversity and inclusion organisation.

We aim to go beyond the narrow scope of legislative compliance and follow best practice, making equality, fairness and diversity a fundamental part of all our activities.

We want to make sure that everyone is treated fairly and with dignity and respect by challenging discrimination and removing barriers. We recognise the benefits of different values, abilities, and perspectives, and celebrating people's differences. This means promoting an environment that welcomes and values diverse backgrounds, thinking, skills and experience.

We positively welcome applications from candidates from Black, Asian and Minority Ethnic groups and also welcome applications from disabled candidates.

We celebrate the diversity within our staff team who are representative of the diversity in our local communities and continually strive to provide equal access to all.

Person specification		
Qualifications	Essential	Desirable
Degree in subject with a social research content	•	
Qualification with a health and social care content		•
Experience		
Social research projects	•	
Evaluation of outputs and outcomes	•	
Working in a diverse urban environment	•	
Participatory practice and community engagement		•
Consumer / service user representation		•
Knowledge		
Understanding of qualitative research methods	•	
Understanding of quantitative research methods / statistics	•	
Knowledge of health and social care policies and issues	•	
Understanding of Health inequalities		•
Participatory and engagement techniques	•	
Ability to interpret data, analyse consequences, and present solutions	•	
Ability to understand the significance of cultural differences in research	•	
Understanding of Data Protection/GDPR compliance	•	
Skills		
Effective programme and project management	•	
Able to work independently and as a team member	•	
Excellent communication skills, (verbal and written), including speaking/presenting in public and report writing	•	
Excellent organisational and time management skills	•	
IT skills - Intermediate Microsoft Office, including Word, Outlook, Excel, Powerpoint, Teams and Zoom	•	
Database skills – Understanding the value of databases for managing information and recording outputs and outcomes	•	

Other		
Ongoing learning and development, adaptable to new projects and environments	•	
Able / willing to work some evenings and occasional weekends	•	
Working knowledge of another language		•
Experience of engaging with seldom-heard and hard to reach communities in the urban space		•
Use of Survey Monkey, Google Forms etc.		•
Able to effectively and creatively present data	•	
Understanding of and commitment to the aims and values of Public Voice	•	
A current enhanced DBS check required	•	