

## Projects & Engagement Officer

- Hours:** Full time. Part time will be considered.  
Core hours are 9am-5pm some flexibility is necessary  
Occasional evening and weekend work is required
- Location:** Twickenham with travel throughout the London Borough of Richmond. The post may involve homeworking
- Reports to:** Chief Officer
- Salary:** £29,500 + pension
- Term:** Initially to 31.03.2027 with potential to extend if funding allows.

### Overview

Healthwatch Richmond is the independent champion for health and social care in Richmond upon Thames. 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 will undertake projects using surveys, interviews, focus groups and visits to gather the views and experiences of people who use NHS and social care. With this data you will produce evidenced reports with recommendations for how services could or should improve. Our work is challenging and constantly evolving so the ability to pick-up new skills and approaches, adapt ones and find pragmatic solutions is essential.

For many people the Projects & Engagement Officer will be the first contact they have with Healthwatch Richmond so a key aspect of this role will be to promote the organisation by explaining our role.

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.

### Apply

A Disclosure and Barring Service check is required for this role. Induction, support and training will be provided in line with the candidate's needs.

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. Plan and, once agreed by the Board, undertake projects arising from community engagement
2. Deliver tailored engagement and data collection to gather and accurately record community experiences of health and social care
3. Undertake analysis of patient experience data
4. Collaborate with other staff to provide signposting support via phone and email and record feedback and activity on our database
5. Collaborate with stakeholders and represent the organisation at external meetings
6. Work with and support volunteers to undertake outreach, enter and view and project work, convening and supporting project groups to coordinate the work
7. Support the development and delivery of public engagement events and outreach
8. Contribute to the communications of the organisation by providing content for and helping to produce print and online newsletters and bulletins, website, print and social media
9. Provide occasional administrative support to the organisation's Board and Committees this include arranging meetings or events, distributing papers and taking minutes
10. Undertake any other tasks necessary to ensure the smooth running of the organisation as directed by the Chief Officer

### **Person Specification:**

#### **Essential**

1. Experience of collecting information through interviews, developing questionnaires and making observations, analysing information and producing well evidenced reports
2. Able to engage with a wide section of the community through presenting to patients or professionals, leading group discussions or interviewing people
3. Excellent communication skills and the ability to tailor communication and engagement to the audience using face to face, print and online methods
4. Strong computer skills and ability to develop skill with new systems
5. Experience of project management, community engagement or working with volunteers
6. An understanding of and commitment to equal opportunities
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 and ability to pass pre-employment checks (e.g. DBS and References)

#### **Desirable**

1. Understanding of or experience of or personal experience of the NHS and/or social care
2. Understanding of Safeguarding principles for vulnerable adults and vulnerable children
3. Experience of working with committees or boards
4. Living in, or knowledge of, the London Borough of Richmond upon Thames

#### **Equal Opportunities**

Decisions about recruitment will be based on the candidate's ability to meet these criteria and on their fit with the organisation. No candidates will receive less favourable treatment on the grounds of age, race, colour, ethnic or national origin, religion, gender, sexual orientation, marital status, pregnancy, or disability.

If you have any needs in relation to the application process or the role, please let us know and we will make any reasonably practicable adjustments.

