



Job Description

Job Title: SEL Healthwatch Coordinator

Employer: Healthwatch Greenwich

Responsible to: Engagement Manager

Hours of work: 10.5 hours per week (one and a half days)

Salary: £8,100 pro rata (£27,000 FTE) + employee stakeholder pension scheme and employee wellbeing platform

Holidays: 6.5 days (FTE = 25 + public holidays)

Contract Period: Fixed term for 1 year

Location: Remote – home working.

Closing date

This role is for immediate start. Please send your completed application form and equalities monitoring sheet to

'joy@healthwatchgreenwich.co.uk'.

Applications are being reviewed on a rolling basis.

Main purpose of the job

We are seeking a confident and enthusiastic individual, with excellent communication skills and an enquiring mind, to join our team as our south-east London (SEL) Healthwatch Coordinator.

Healthwatch is the health and social care champion and gives people a powerful voice both locally and nationally. The six independent Healthwatch in south east London work together to enable NHS leaders and other decision makers hear people's voices and use their feedback to improve care and reduce the barriers people and communities face.

We are looking for a highly motivated individual to support the work of the Director SEL Healthwatch. The successful candidate will be a key part of our friendly team, providing project and administrative support to the Director of SEL Healthwatch, and the wider Healthwatch Greenwich team. We can offer flexible working, a fun, supportive, passionate team, and the opportunity to work with system partners to create improvements in health and care for all.

Main duties and responsibilities

As our **SEL Healthwatch Coordinator**, you will:

- Create aggregated reports, analysis and case studies of people's experiences of health gathered from insights and intelligence obtained by Healthwatch across south east London.
- Support the collaboration of south east London Healthwatch to make best use of shared resources and insights.
- Work with the Director SEL Healthwatch to coordinate and facilitate meetings, papers and speakers for the South East London Healthwatch Reference Group.
- Write up meeting minutes and notes and follow-up on action points.

Ultimately, you will be responsible for managing multiple tasks, but understand when one is more important than another to complete it on time. You will need to be experienced in stakeholder management and admin support; self-motivated; organised; excellent at prioritising a busy workload with good attention to detail and have an interest in contributing to improving health and social care services in south east London.

Please note: candidates must be willing to undertake a disclosure and barring (DBS) check and be suitable to work with children, young or vulnerable people.

Candidates must be legally entitled to work in the UK.

Person Specification

This person specification seeks to define a person most likely to be suited to the role of SEL Healthwatch Coordinator. Candidates are required to meet all the essential criteria listed. E = essential criteria; D = desired criteria.

Knowledge, Skills, and Experience	E	D
Proven project planning, organisation and co-ordination abilities, working on more than one project at a time and ensuring multiple deadlines are met.	x	
Good at organising and progressing work when full details are incomplete and as deadlines and priorities evolve.	x	
An understanding of health inequality.		x
Proven experience of co-ordinating, liaising, negotiating, and adaptability when working with others	x	
Good communication skills and the ability to talk to and listen to people from all walks of life.	x	
Excellent listening skills	x	
Experience in collating and analysing information from various sources		x
Ability to write and produce reports with an ability to cut through the detail to draw out the most important points.	x	
Excellent written English skills, including accurate recording of information and writing documents in plain English.	x	
Good Knowledge and experience of using software such as Survey Monkey or Smart Survey, Microsoft Office, and particularly Microsoft Excel to analyse data and produce charts.	x	
Ability to take part in, collaborate in and host online meetings on Zoom and Microsoft Teams.		x

Strong record keeping and administrative skills	x	
Experience of supporting or facilitating meetings or committees		x
Ability to network effectively and build positive relationships with a range of stakeholders.	x	
Awareness of the General Data Protection Regulation (GDPR) and ability to maintain confidentiality in line with policies and procedures.	x	
A flexible approach to tasks, willing to seek support and guidance, and able to work occasional evenings or weekends.	x	
Health and social care		
Understand the importance of public involvement in health and social care.	x	
Knowledge of health and social care services and structures.		x
Understand the role of Healthwatch.		x
Attitudes and Values		
Good interpersonal skills with the ability to work within and across teams.	x	
Self-motivated and flexible with a can-do attitude.	x	
Able to work independently on own initiative.	x	
Will uphold the impartiality and credibility of Healthwatch independence.	x	
Commitment to promoting equal opportunities and equity and to taking action when necessary.	x	