**Job Description**

# 30 hour (4 day) Research & Intelligence Officer

# Responsible to: Healthwatch South Tees (HWST) Project Lead

# Accountable to: Healthwatch South Tees Board & PCP Chief Executive

**Employer:** PCP

**Scale/Salary:** PCP Band 6

# Located: Some home working and some office based in Middlesbrough

# Job Purpose

1. To be responsible for research, intelligence gathering, undertaking trend analysis and information dissemination for Healthwatch South Tees (HWST). HWST is made up of Healthwatch Middlesbrough and Healthwatch Redcar & Cleveland and therefore all mention of South Tees.
2. To support, implementation of specific project implementation plans for each Healthwatch and assist staff in developing systems to provide robust evaluation and analysis of key performance data.
3. To embed effective research and evaluation methods for both qualitative and quantitative data sets in context to Healthwatch work plans, capturing insights relating to local health and social care service delivery within the Local Authority areas.
4. To ensure that active participation by members, the public and stakeholders in all aspects of Healthwatch activity is not hindered by discrimination, prejudice, assumptions or vested interests.
5. Contribute to and help develop the Information and Signposting function of HWST to the public about complaints and access to local health and social care services.
6. Support the work of HWST in contributing to local commissioning and public engagement activities by providing flexible community engagement activities. Including facilitating task and finish and focus groups.
7. Ensure the work of HWST is credible in representing the views of local people and amplifying their voice.
8. Assist staff in developing systems to promote analysis of key performance data.
9. To ensure that the core values and principles of each individual Healthwatch are upheld in all aspects of Healthwatch activity.

**Job Description**

1. Develop and implement mechanisms to capture insights, analytics and intelligence to inform the HWST work plan to ensure a co-ordinated and consistent approach to the collection of data that supports the production of our reports as required by the Board, Healthwatch Partnership and service commissioners.
2. Lead on the production of reports, including the Annual Report and monitoring reports, co-ordinating contributions from others and ensuring these are factual, clear and take account of local, regional and national evidence and disseminated widely.
3. To manage the collection of quantitative and qualitative data sets, utilising Microsoft Excel and Survey Monkey, from a wide variety of contexts. Providing a timely summary and analysis function to inform the Healthwatch work plan including internal and external monitoring requirements.
4. To effectively research and evaluate Healthwatch projects and delivery as required.
5. To summarise and explain research findings and their implications to share amongst relevant Scrutiny Committees, the Health & Well-Being Board and other Strategic Partnerships, representing Healthwatch where appropriate.
6. To effectively collate and report policy changes and potential implications to the Healthwatch Board and commissioners.
7. To effectively identify appropriate published research, to inform and support local demographics, experiences, trends and our reports to inform Healthwatch and PCP staff as well as external stakeholders as appropriate.
8. To support Healthwatch to provide effective and credible reporting via the ‘Enter and View’ function in line with statutory requirements and best national practice and utilise the learning and recommendations as appropriate.
9. Support and add value to engagement activities with specific groups, communities, issues or work streams across South Tees, including working effectively with local partners and reducing duplication of engagement and consultation where possible.
10. Contribute to effective governance arrangements of HWST, through the provision of support to the Board, Leadership and Delivery Group and any task and finish groups.
11. To assist in the delivery of an effective Information and Signposting function for HWST and input data onto our internal monitoring systems.
12. Develop relationships with relevant key stakeholders who can positively support the promotion of Healthwatch South Tees work through a range of mechanisms.
13. Attend and participate in a range of relevant networks, forums and partnerships to further the objectives of HWST, amplifying the voice of local people.
14. Produce and provide relevant information as required for publications and other communications channels including newsletter, e-bulletin social media and website.

**General**

1. To be a positive role model for and to operate within the policies and procedures of PCP and HWST. Including but not exclusive to Health and Safety, Safeguarding and responsibilities in line with PCP’s Equality and Diversity Policy.
2. Respect and adhere to Healthwatch England (HWE) guidance.
3. To be an ambassador for PCP and HWST at all times ensuring and the core values and principles of each individual Healthwatch and PCP are upheld in all aspects of Healthwatch activity.
4. Ensure quality standards are developed and maintained.
5. Undertake training in line with organisational requirements and development plans agreed with your line manager.
6. Take responsibility for meeting all relevant targets and deadlines.
7. Participate fully as a member of the staff team, attending meetings, sharing information and providing support in the event of staff absence or sickness.
8. Contribute to PCP’s organisational planning and policy.
9. Be responsible for own administration.
10. Contribute to the maintenance of a working environment in which diversity is respected and equality of opportunity is promoted.
11. Undertake other duties as required by your line manager.

**October 2021**