

<b>Job Description</b>	<b>Research Officer (Healthwatch Tameside)</b>
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<p><b>Salary:</b> £32,076- £33,945 per annum (actual pro rata salary £23,166-£24,515 per annum)</p> <p><b>NJC Scale:</b> SO1 23 - 25</p>	<p><b>Line Manager:</b> Healthwatch Tameside Coordinator</p>
<p><b>Hours:</b> 26 hours per week (Monday to Friday; occasional weekend / evening work may be required)</p>	<p><b>Period of contract:</b> Permanent (subject to ongoing funding)</p>
<p><b>Location:</b></p> <p>Hybrid (work from home and at our office and in communities across Tameside)</p>	<p><b>Main stakeholders:</b> Staff, volunteers and board members of Healthwatch Tameside; Action Together staff and Board Members; Officers and Members of Tameside MBC, Tameside NHS Integrated Care System, staff of other statutory agencies; staff of health and care providers.</p>

<p><b>Purpose of the post:</b></p> <p>To undertake a range of research and engagement functions in line with the requirements of Healthwatch Tameside. The post holder will review and implement ongoing data collection and reporting processes used by Healthwatch Tameside. These focus on routinely collecting feedback from people who have used health and social care services. The work will involve leading the planning, delivery and reporting of the research elements of specific Healthwatch Tameside projects and deliver high quality research reports. The post holder will and to regularly monitor intelligence collated from local health and social care users in order to identify areas of best practice and improvement within the NHS and local authority. The role will also involve working with the Signposting Service including management of some cases received by the team.</p>
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## **The main things you will be asked to do in this role:**

*This job description is intended to indicate the main duties and responsibilities. The post holder will need to be flexible in developing the role in conjunction with the Line Manager and/or the Partnership and System Change Manager with Action Together. The post holder may be asked to carry out any other duties not covered here but in line with the level of work, and capabilities required.*

- To implement and develop systems and processes for the ongoing collection of data about the quality and patient/service user experience of health and care services.
- To periodically analyse and report on data collected about local health and care services – including comparing key messages from our data with those from other data sources (e.g. Care Quality Commission, NHS performance data, etc.).
- To identify and summarise key themes from external data sources that will help Healthwatch Tameside to identify priorities for future work.
- To undertake and project manage discrete activity streams within the overall Healthwatch Tameside work plan (e.g. Analysing and reporting on the research elements of specific projects).
- To conduct qualitative and quantitative analysis in line with a robust project plan and to design and produce appropriate high quality analytical outputs/reports suitable for a variety of different audiences.
- To develop recommendations from investigations ensuring quality, accuracy and future accountability.
- To build long-lasting, genuine relationships with seldom heard groups to ensure everyone has a fair and equal opportunity to contribute to research.
- To deliver presentations and reports to a variety of audiences including formal reports and shorter briefing notes.
- To facilitate meetings, working groups and other forums in relation to Healthwatch Tameside as appropriate.
- To work closely with other Healthwatch team members and contribute to the development of procedures, protocols and policies for Healthwatch Tameside.
- To coordinate our impact tracking system to ensure outcomes are delivered in line with the Healthwatch Tameside workplan
- In partnership with the Healthwatch Tameside coordinator, manage the development of our annual reporting.
- To liaise with a range of key partners across the statutory and voluntary sector to ensure Healthwatch Tameside has influence and is included in discussions regarding health and social care provision.
- To liaise with other local Healthwatch organisations regionally and nationally and share good practice.

- To assist in ensuring that volunteers are supported effectively, specifically in terms of their role in capturing data as part of any research activity.
- To support the Healthwatch Tameside's signposting service on a regular basis mainly through talking with clients on the phone and via email, managing cases, providing information and recording cases within a CRM system.
- To attend partnership meetings on behalf of Healthwatch Tameside, bringing our patient and public engagement data to life by using examples and case studies collected from our active volunteers

#### **General asks of everyone that works as part of the Action Together team:**

- Support us in our charitable purpose, helping us to achieve our strategic aims and using our values as outlined below to underpin all that you do.
- Behave in a professional manner and adhere to our policies and procedures including safeguarding, health and safety, data protection.
- Be inclusive and work to combat all forms of discrimination and disadvantage, ensuring that the principles of equitable opportunities and social justice are implemented in your work.
- Help us to achieve our strategic aims and priorities by contributing your skills and experience to projects and tasks when required.

#### **Our charitable purpose and values**

The Action Together team is vital in achieving the charity's purpose: to maximise opportunities to create positive social change, promote social justice and harness social benefit; and to strengthen the voluntary, community, faith and social enterprise sector.

Action Together's values underpin all our activities. They are ways of working that we will always strive for, and we want to be held accountable to them. Our values should resonate with the perception and reality of working with, and for, us as an organisation.

Our values are to:

**Believe it's possible** – vision and ideas matter. We have confidence in the power of people and communities, and we strive to release their potential to create the widest possible benefits whilst promoting social justice.

**Strengthen others** – we work in ways that strengthen people, places and partnerships. We achieve this by working collaboratively, sharing skills and developing relationships between people, groups and agencies.

**Be true** – we are brave enough to share constructive insight in order to make progress. Our unique insight comes from our connections with, and amplification of, the diverse range of voices of people and groups that we work with.

## Person Specification

## Research Officer (Healthwatch Tameside)

### **The ideal candidate for this role will be someone who...**

The post holder will be highly capable of conducting qualitative research, and possess an understanding of quantitative research, with a critical and analytical eye for both detail and the bigger picture. You will be an effective communicator, with excellent written and verbal skills, and comfortable working within a small and ambitious team, as well as with volunteers.

You will have a high regard for the sensitivities of working within health and social care and be confident in using innovative but robust means of handling and presenting information in order to illuminate the lived experience of users of health and social care.

The recruitment process (application, interview, and any other activities) are your opportunity to demonstrate the following skills (able to), experience (experience of), and knowledge (knowledge of):

### **Essential – These are things which are necessary for you to be considered for this role:**

- Knowledge and experience of qualitative methods, research design, data gathering (e.g. interviews and focus groups), analysis and reporting.
- Knowledge or experience of research governance.
- Excellent organisational, analytical, time and project management skills
- Proven experience of project management with high levels of independence
- Working to and delivery against short and competing deadlines
- Ability to conduct analysis and produce reports
- Ability to demonstrate discretion and confidentiality
- Strong communication and interpersonal skills
- Ability to work within a team and to be able to work on own initiative
- A strong commitment to equality, diversity and inclusion
- Knowledge and experience in the use of Microsoft office
- Experience of data input and monitoring / reporting using a CRM system
- Ability to travel independently when required

### **Desirable – These are things which we would actively be looking for in a perfect candidate. You should still apply even if you do not check every item on this list:**

- Degree level qualification or equivalent
- Knowledge and experience of health and social care policy.
- Experience of carrying out research in the health and/or social care field
- Knowledge, experience of, or an interest in issues pertinent to social inequalities of health and care and a desire to help instigate evidence-informed policy changes.
- Project management skills

- Presentation skills
- Experience of working with research or policy stakeholders.
- Experience of speaking to people who have been through upsetting/difficult experiences
- Confident in using social media and able to develop communication materials

**Personal qualities – These are things which we ask for from everybody who works as part of the Action Together team:**

- Be committed to our values.
- Work and collaborate effectively as part of the wider team.
- Seek opportunities to develop yourself and others.
- Be committed to social justice and equity.

**Working with Action Together**

**As a member of the Action Together team you will also benefit from:**

- Flexible working opportunities
- Membership of SimplyHealth
- Ongoing professional development
- Cycle and tech loan schemes

**For more information on the work that we do please visit [www.actiontogether.org.uk](http://www.actiontogether.org.uk)**

**SUPPORTER**

