

<b>Job Description</b>	<b>Project Support Officer (Healthwatch Tameside)</b>
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<p><b>Salary:</b> £26,421- £29,269 per annum (actual pro rata salary £7,339 -£8,130 per annum)</p> <p><b>NJC Scale:</b> Grade 5 SP 12-18</p>	<p><b>Line Manager:</b> Healthwatch Tameside Coordinator</p>
<p><b>Hours:</b> 10 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> 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> To work as a member of the Healthwatch Tameside team on a range of project and administrative support services, contributing to the effective delivery of Healthwatch.</p>
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<p><b>The main things you will be asked to do in this role:</b></p> <ul style="list-style-type: none"> <li>• To provide administrative support for the Healthwatch Board meetings, team meetings and public events.</li> <li>• To have direct contact with members of the public both via the telephone, email and in person to support with feedback and signposting requests.</li> <li>• To input data from surveys, engagement and outreach activities into the relevant data systems.</li> <li>• To support the administration of the evaluation and monitoring processes of Healthwatch Tameside.</li> <li>• To keep our CRM database up to date and support newsletter mailouts.</li> <li>• To add agreed content to the Healthwatch Tameside website and other communication channels.</li> <li>• To support in the administration of all aspects of volunteer management.</li> </ul>
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- To ensure Healthwatch information resources are up to date.

**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**

**Project Support Officer  
(Healthwatch Tameside)**

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

Someone with excellent organisation skills and attention to detail, who can positively contribute to the Healthwatch team and support delivery of a range of Healthwatch projects.

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:**

- Excellent organisational, analytical, time and project management skills
- Proven experience of project support
- Working to and delivery against short and competing deadlines
- 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:**

- Knowledge and experience of health and social care policy
- 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.
- 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)**

