

Job description

Projects & Engagement Officer

Benefits:	28 days' annual leave, plus 8 bank holidays
	5% employer pension contribution
	Employee Assistance Programme – free, confidential advice and wellbeing support
Hours:	37 hours per week
	This post may involve some weekend and evening work
Responsible to:	Chief Executive Officer
Contract Terms:	Fixed-term until 31 March 2028
Place of work:	Healthwatch North Yorkshire operates hybrid working, with a mix of office (Harrogate) twice a week, home working and travel across North Yorkshire.

Background

Healthwatch North Yorkshire is an independent charity that makes sure people's experiences help improve health and social care. We listen to what local people tell us and share their experiences with the organisations responsible for planning and providing care.

We're part of a national network of local Healthwatch organisations across England.

As part of our small team, you'll design and deliver projects that help us understand people's experiences of health and social care across North Yorkshire. You'll speak to people in communities and online, analyse what they tell us and work with colleagues, volunteers, the NHS, North Yorkshire Council and community organisations to help improve local health and social care.

We're looking for someone with experience of delivering small projects and speaking with people from different communities, although we'll also consider candidates with transferable skills and experience.

We welcome applications from people from all backgrounds.

Role description

As a Projects & Engagement Officer you will:

- Be responsible for delivering small-scale projects to help us gather the views and experiences of people living in North Yorkshire who use and access health and care service.
- Speak with people online and in communities to hear about their experiences of health and social care.
- Make sure projects reach a wide range of communities, particularly people whose voices are less often heard.
- Analyse feedback and identify the main themes.
- Write clear reports with recommendations based on what people tell us.
- Visit community groups, meetings and events across North Yorkshire.

- Use social media and other communications to promote projects and encourage people to share their experiences.
- Build positive working relationships with the NHS, North Yorkshire Council, voluntary organisations and community groups.
- Support volunteers involved in projects and community activities.
- Help make sure people's experiences are used to improve local health and social care.
- Respond to enquiries by email, phone and through the website.
- Carry out other duties appropriate to the role.

No two days are the same. One day you could be speaking to people at a community event, another analysing feedback, writing a report or meeting with organisations to discuss how local health and social care can be improved.

Personal specification		D = Desirable E = Essential	
Knowledge		D	E
Understanding of how to design, deliver and review projects that gather people's views and experiences.			X
Basic knowledge of project management.			X
An understanding of health and social care and the issues affecting local people.		X	
Skills		D	E
Able to manage a varied workload and meet deadlines.			X
Able to work well as part of a small team.			X
Able to analyse feedback and write clear reports.			X
Excellent communication skills and confidence speaking with people from different backgrounds.			X
Able to build positive working relationships with local organisations and community groups.			X
Able to find different ways to reach people and encourage them to share their experiences.			X
Experience		D	E
Experience of delivering projects or community-based work.			X
Experience of working with organisations across the voluntary or public sector.		X	
Experience of using social media to communicate with different audiences.		x	