

JOB DESCRIPTION

Title:	Healthwatch Sutton – Communications and Engagement Officer
Reporting to:	Healthwatch Sutton - Manager
Salary:	£27,027 pa
Hours:	Full Time 35 Hours per week (flexibility by agreement)
Length of Contract:	Fixed term contract until 30 September 2018

Purpose of post

- To develop and deliver the Healthwatch Sutton Communications and Engagement Strategy and Action Plan
- To support the planning and delivery of Healthwatch Sutton engagement activities
- To undertake a range of administration activity to support the operation of the organisation, including statutory and regulatory requirements.

Responsibilities:

To deliver a range of communications and engagement activity to ensure that Healthwatch Sutton (HWS) has a proactive and professional profile in Sutton and beyond

Information and materials

1. To research and source information relating to the patient and public voice and the work of HWS
2. To support the analysis of data and production of charts, diagrams and other visual representation.
3. To create and produce key documents including our Annual Report and Project Reports
4. To design and publish marketing materials

Social Media & Communications

5. To develop and implement a social media strategy
6. To update and maintain the HWS website.
7. To produce and disseminate regular e-bulletins and newsletters.
8. To manage communications with the HWS Board, membership and other key stakeholders.

Administration/Organisational Support

9. To manage email inbox, web-forms, telephone contacts, mail and other communications.
10. To manage files, folders and databases (electronic and paper).
11. To ensure that HWS fulfills its statutory and regulatory requirements as a limited company, charity and Healthwatch organisation
12. To manage the recruitment process and provide general support to the HWS Volunteers

Representation and Reporting

13. To represent Healthwatch Sutton at meetings, events and other functions locally, regionally and nationally.
14. To act as the secretariat for the HWS Board meetings and other meetings hosted by Healthwatch Sutton.

Engagement

To lead on the delivery of the Communications and Engagement Strategy and Plan.

15. To organise and manage a wide range of engagement events from concept to delivery
16. To manage outreach activities that promote the work, services and membership of HWS and capture local people's views.
17. To identify engagement projects and co-ordinate their delivery with the support of the HWS Manager and other staff/partners.

General

18. To be an active member of the Healthwatch Sutton/SCVS Staff Team and attend all relevant meetings.
19. Operate within and promote Healthwatch Sutton/SCVS's policies in areas of supervision and training, equal opportunities, health and safety and customer care.
20. To carry out any other relevant duties as/when required.
21. To keep up-to-date with advances in technology and societal engagement and adapt the organisation to these changes.
22. To work some unsocial hours for which time off in-lieu is given.

PERSON SPECIFICATION

Healthwatch Sutton – Communications and Engagement Officer

ABILITIES/SKILLS

1. Maintaining and developing websites (in conjunction with the website designer)
2. Designing a range of marketing materials
3. Excellent communication skills to deal with a wide range of people - in person, on the phone and in writing.
4. Creating and maintaining databases
5. Setting up online surveys and managing and analysing information and data.
6. A broad range of administrative skills including the ability to arrange meetings and events; prepare correspondence, agendas and reports; and take minutes/notes.

EXPERIENCE

7. Of delivering communications and engagement activity.
8. Of setting up and using a range of social media applications
9. Of setting up, using and maintaining a wide range of communication systems e.g. mailing lists, e-bulletins, newsletters.
10. Of using ICT to support a range of communication and marketing activities including the main Microsoft packages (including MS Publisher)

KNOWLEDGE

11. Of Hootsuite (social media management), Drupal (website design) and Mailchimp (e-bulletins).
12. In at least one of the following areas:
 - health and social care provision
 - commissioning
 - the voluntary and community sector
 - volunteer support
 - engaging with local people

PERSONAL ATTRIBUTES:

13. To work as part of a team
14. To prioritise and manage a busy workload
15. To represent the organisation in a variety of different environments in a professional, politically sensitive and socially aware manner.