

JOB DESCRIPTION

Job title:	Projects Officer
Employer:	Healthwatch Redbridge
Responsible to:	Chief Executive Officer
Place of work:	1 st Floor, 103 Cranbrook Road, Ilford IG1 4PU
Hours of work:	28 hours per week
Salary:	£23-25,000 (pro rata rate - £18,400-20,000) per annum inclusive
Contract period:	Secondment cover – (currently offered as a one-year contract with a possible extension)
Pension:	HWR operates a contributory pension scheme where both employer and employee make contributions. Currently this is 3% of salary.
Holiday entitlement:	28 days plus public holidays (pro rata for hours worked)

Healthwatch Redbridge is the local consumer champion for health and social care. It seeks to engage with people in local communities from a wide range of backgrounds, including those who are socially isolated or seldom heard. It provides a focal point for the articulation of views of local people, for them to be listened and responded to by health and social services commissioners and providers, to challenge and influence change.

The aim is to create a “network of networks” that connects all existing forums, networks and user groups; and addresses gaps to ensure that all communities of interest and geography can play their part.

Overview of Role:

To support the development and completion of various projects working with diverse communities in Redbridge. To work closely with the staff team, to plan and promote engagement projects to be completed on time and within an agreed budget. Support the development and organisation of multiple projects running simultaneously.

Main Duties:

Under the direction of the CEO

1. Support the design, development, and management of multiple projects to deliver the HWR work programme and meet strategic objectives.
2. Plan staff and volunteer involvement with activities such as Enter & View visits, health and social care projects, and report on progress.
3. Work closely with Healthwatch Redbridge staff and volunteers to facilitate the development of specific projects.
4. Source, write and edit articles for the Healthwatch Redbridge website and other media communications.

5. Facilitate and promote Healthwatch Redbridge events and other functions.
6. Attend local and national events and form partnerships with appropriate organisations to help identify areas for potential future projects.
7. Support and monitor the HWR Work Plan introducing appropriate assessment systems.
8. Write, review and prepare project reports for publication.
9. Provide signposting and information services for local people.
10. Provide general admin cover for the Healthwatch Redbridge office – answering telephones, dealing with general enquiries and visitors to the office.

General Duties

- Help to ensure that Healthwatch Redbridge embraces diversity, challenges discrimination, and reflects the communities of Redbridge.
- Ensure that all work carried out is in line with the current Work Plan objectives
- Participate in your own reviews and appraisal
- Take part in training and personal development and participate in team meetings, staff development and away days etc
- Be an active team member of the Healthwatch Redbridge staff team. This will require the postholder to:
 - a. Be an active team member and representative of the organisation
 - b. Contribute to the development and performance of Healthwatch Redbridge
 - c. Adhere to all Healthwatch Redbridge policies and procedures
 - d. Actively promote the principles of equal opportunities, celebrate diversity and challenge discriminatory practice
 - e. Undertake any other duties as required which are in line with the objectives of the post

The post holder will be expected to use their initiative, be proactive and work with a wide range of people in local communities and organisations. He/she will be given regular supervision and support, a probationary review and an appraisal at the conclusion of the contract. Attendance at meetings and events outside of normal working hours will be necessary on occasion.

PERSON SPECIFICATION - HWR Projects Officer

Factor	Essential	Desirable
Skills	<p>The post holder must demonstrate the following:</p> <ol style="list-style-type: none"> 1. Ability to communicate clearly and effectively in writing and orally 2. Ability to work cooperatively and productively with other staff 3. Ability to work as part of a team and to undertake a variety of one-off tasks as the need arises 4. Ability to manage time well, manage own workload and identify priorities 5. Good IT skills and competencies including Outlook, Word, Excel and databases 	<ul style="list-style-type: none"> • Minute taking
Experience	<p>The post holder must demonstrate the following:</p> <ol style="list-style-type: none"> 1. Experience of working with/for diverse communities, including hard-to-reach and socially excluded groups of people 2. Experience of setting up and facilitating meetings and events 3. Experience of engaging with communities through outreach & networking events and/or virtual meetings 	<ul style="list-style-type: none"> • An understanding and awareness of health and social care service delivery in the context of Local Healthwatch • Previous event management experience
Personal Attributes	<p>The post holder must demonstrate:</p> <ol style="list-style-type: none"> 1. A commitment to equal opportunities and to promoting rights, privacy, dignity and choice for all choice for all health and social care service users and their carers 2. Willingness to work outside normal office hours, including occasional evenings and weekends by agreement 3. The ability to relate well to individuals of all ages & all backgrounds 4. Ability to work flexibly, proactively and creatively 	<ul style="list-style-type: none"> •

Other requirements

The post holder must demonstrate:

1. A willingness to promote and positively implement Healthwatch Redbridge's Equal Opportunities & Diversity policy and procedures
 2. Commitment to ongoing personal development & training
- A positive commitment to working in a multi-cultural area

