

Information and Research Manager Job Profile

<p>Who we are and why we need you</p>	<p>We need you to join our energetic team to work with us to</p> <ul style="list-style-type: none"> • Improve health, independence and well-being, through promotion of good engagement for people with health and care services • Develop links to communities and to professional and voluntary stakeholders • Deliver good services economically, being aware of value for money • Increase our sustainability. <p>Healthwatch Cambridgeshire and Peterborough runs the two statutory local Healthwatch services in Cambridgeshire and Peterborough.</p> <p>Our Healthwatch is your local health and social care champion. We are independent and have the power to make sure NHS leaders and other decision makers listen to local feedback and improve standards of care. We can also help you to find reliable and trustworthy information and advice.</p> <p>We are looking for passionate and committed individuals to work with us to provide high quality Healthwatch services to the people of Peterborough and Cambridgeshire.</p> <p>You will be responsible for managing and ensuring delivery of Healthwatch Cambridgeshire and Peterborough’s Information and Signposting Service and intelligence and quality systems.</p>
<p>What we need you to do for us</p>	<ul style="list-style-type: none"> • Deliver a high-quality Information and Signposting Service in conjunction with the Information and Signposting Officer. • Act as lead for the organisation’s approach to research. • Oversee the database of information resources. • Liaise with partner organisations to ensure optimum referral. • Develop and maintain intelligence recording systems and prepare intelligence and data reports as requested. • Line manage the Information and Signposting Officer. • Be a member of the Management Team and support the CEO where requested. • Provide written and verbal reports to Board. • Work with colleagues to develop bids for commissioned work.

	<ul style="list-style-type: none"> • Maintain an awareness of relevant research developments and circulate information to appropriate colleagues, Directors and volunteers. • You will attend meetings as required, presenting the voice of local people through the remit of Healthwatch Cambridgeshire and Peterborough and facilitate mechanisms which enable local communities, organisations and individuals (including volunteers) to undertake community consultation, analysis, reporting and communicating impact/feedback.
<p>This job is ideal if you are motivated to</p>	<ul style="list-style-type: none"> • Use your expertise and knowledge of data collection and research and your proven communication skills to support the development of the organisation and help to improve health outcomes for local people. • Enjoy methodical, structured work • Make a difference and see the impact of your work on other people's lives • Work closely with colleagues to provide a seamless professional service • Deal with constantly changing priorities.
<p>Experience and skills we need you to have</p>	<p>You will have</p> <ul style="list-style-type: none"> • An excellent understanding of the remit of Healthwatch and importance of patient involvement mechanisms • An excellent understanding of how health and social care services are commissioned and delivered • Knowledge and experience of social research methodologies and data analysis • An innovative, creative, proactive, analytical and solution-oriented approach • Proven ability to think and act strategically • A commitment to high quality standards • Proven ability to establish effective working relationships at all levels internally and externally • Demonstrable ability to meet deadlines and work calmly under pressure • Proven ability to think on feet and show shrewd judgement promptly and positively in difficult situations • Awareness of key local issues in health and social care <p>Ideally, though not essential, you will also be able to demonstrate</p> <ul style="list-style-type: none"> • Evidence of continuing education and/or personal development

	<p>You will also need to demonstrate</p> <ul style="list-style-type: none"> • Strong organisational and planning skills, the ability to prioritise in the face of competing demands, and proven success in delivering work personally (and through others) to tight deadlines • Outstanding communication skills, both oral and written, and the ability to engage and build relationships with a range of stakeholders • Computer literacy enabling the effective use of the Microsoft suite of packages and social media skills • Energy and drive with a focus on delivery • Excellent team collaboration skills, supported by practical experience • Excellent interpersonal skills, which enable you to influence internally and externally, at all levels and to work effectively as part of a team • The ability to attend meeting throughout the Cambridgeshire and Peterborough area • An ability and willingness to undertake work outside of normal office hours to meet the needs of the business <p>You will need to be</p> <ul style="list-style-type: none"> • Approachable • Trustworthy and confidential • Passionate and committed • Empathic, calm and patient • Respectful • Reliable • Professional • Committed to excellence in customer service • Committed to equality, diversity and inclusion
<p>Who you will be reporting to and working with</p>	<p>Join our enthusiastic and committed team – You will be managed by Sandie Smith, our CEO.</p> <p>Working within a small organisation you have to be adaptable and flexible and happy to roll your sleeves up.</p>
<p>How we will reward you</p>	<p>1. Salary Salary of £30,850 per annum. Plus a £500 golden hello in the first year after the successful completion of your probationary period.</p> <p>2. Working Hours & Location Full time at 37 hours per week, Monday to Friday. Start and finish time of work to be agreed with your manager. Some working outside usual office hours will be required.</p>

The normal place of work will be the offices of Healthwatch Cambridgeshire and Peterborough at The Maple Centre, 6 Oak Drive, Huntingdon.

Home working arrangements can be discussed. Currently staff are primarily working at home, this arrangement will change as government Covid guidance changes.

During working more than 6 hours/day, the post holder will take a 30-minute unpaid lunch break.

3. Annual Leave, exclusive of bank holidays

Pro-rata, based on a full-time equivalent of 28 days per annum. Three of these days are to be taken between the Christmas / New Year period.

4. Pension

Healthwatch Cambridgeshire and Peterborough offer a defined contribution, Flexible Retirement Plan with TPT, formerly The Pensions Trust.

Healthwatch pays 8% of salary from first day of employment, staff can make voluntary contributions.

For more information visit <https://www.tpt.org.uk/>

5. Sickness

Healthwatch Cambridgeshire and Peterborough operates an occupational sick pay (OSP) scheme as follows:

- Within the first three months of employment Healthwatch Cambridgeshire and Peterborough will pay as normal for the first working week's absence, then revert to statutory sick pay (SSP).
- During the first two years of service (but after three months) one month's full net pay then 2 months' half pay, then reverting to SSP.
- After two years' service, two months' full net pay and 4 months' half pay, then reverting to SSP.