

Impact and Data Analyst

Healthwatch Cambridgeshire and Peterborough

Fixed-term role • Hybrid • Part-time (20 hours per week)

About Us

Healthwatch Cambridgeshire and Peterborough is the statutory, independent champion for people who use local health and social care services. We ensure that those who plan, fund and deliver services understand what matters most to local people *and* act on it.

We listen to what people like about services and what could be improved. We share insights with partners across the health and social care system, help people navigate local services, and champion meaningful public involvement.

To strengthen our impact, we are recruiting an **Impact and Data Analyst** – a role central to turning community voice and engagement insights into clear, compelling evidence that influences decision-makers and drives real improvements.

The Role

The **Impact and Data Analyst** will play a vital role in advancing our mission by transforming diverse data into meaningful, actionable intelligence. You will be responsible for designing and delivering research, analysing data from multiple sources, producing high-quality reports, and evaluating outreach and engagement activity.

This is a hands-on, varied role in a small and dynamic organisation. You will work closely with colleagues across all teams, from outreach and engagement to communications, and will be the person who “makes sense of the numbers” behind our community voice, engagement and impact work.

You will report to the **Head of Communications and Impact** and will have the autonomy to shape how we collect, interpret and present data across the organisation.

Key Responsibilities

Data, Research and Insight

- Lead the organisation's approach to research, data collection and impact measurement.
- Manage and maintain our CRM/database, ensuring GDPR compliance, accuracy and high-quality data entry.
- Pull and consolidate data from multiple internal and external sources.
- Plan, design and deliver research projects using appropriate qualitative and quantitative methodologies.
- Analyse data to draw out themes, patterns and trends that inform organisational decision-making.
- Produce monthly intelligence summaries for internal teams and the leadership team.
- Analyse survey data and commissioned project data, producing clear and accessible reports.
- Maintain awareness of relevant national and local research and share insights with colleagues.

Reporting and Communications

- Produce high-quality presentations, reports and impact summaries for internal and external stakeholders.
- Present complex data in accessible, visually clear formats.
- Create organisation-wide reports/newsletters that communicate our impact to the public.
- Provide monthly data returns to Healthwatch England and system partners.
- Support the Communications Manager with written materials, including web articles, social content, annual reports and digital assets.
- Collate topical news, insights and articles for wider publication.

Support Across the Organisation

- Work with colleagues across engagement, communications and operations to support data evaluation and visualisation.
- Support scheduling of social media content and help maintain the website.
- Attend internal and external meetings to present insights and represent the voice of local people.
- Work with partners across the Integrated Care System to ensure commissioned work is delivered and monitored effectively.

- Support community engagement by enabling colleagues, volunteers and partners to collect, analyse and present feedback.

Person Specification

You will enjoy this role if you:

- Are naturally methodical, organised and detail oriented.
- Want to see the real-world value of your work in improving people's experiences of health and care.
- Like working collaboratively in a small, friendly, flexible team.
- Thrive on varied work and can adapt to rapidly changing priorities.

Essential Experience and Skills

- Strong understanding of Healthwatch's role and the value of patient/public involvement.
- Experience in data analysis, insight reporting and research.
- Knowledge of qualitative and quantitative analysis methods.
- Ability to present complex information clearly and accessibly.
- Excellent attention to detail and commitment to accuracy and consistency.
- Strong Excel skills and good general digital literacy (Microsoft suite, CRM systems, online tools).
- Confident writer with the ability to translate data into compelling narratives.
- Strong organisational skills and ability to prioritise competing demands.
- Excellent interpersonal skills and the ability to build relationships with a range of stakeholders.
- Ability to attend meetings across Cambridgeshire and Peterborough and very occasionally work outside typical hours.

Desirable

- Experience supporting communications functions (social media scheduling, website updates, content creation).
- Experience using data visualisation or reporting tools.

Working With Us

You will join a small, enthusiastic and supportive team where flexibility, collaboration and initiative are valued. You'll be given both guidance and autonomy to develop your own ideas and approaches. This is a fixed term contract role for a minimum term of one year. This is due to the proposed closure of Healthwatch however the contract could continue for longer based on governmental changes.

Salary

£29,000 pro rata

Hours

20 hours per week, over 4 days.

Location

This is a Hybrid role working from home and from the Healthwatch Cambridgeshire Office, as per the requirements of the team.

Annual Leave

Pro-rata, based on a full-time equivalent of 28 days per annum rising by an additional 1 day each year to a max of 31. Three of these days are to be taken during our Christmas closure.

Pension

Defined contribution scheme (TPT), with an 8% employer contribution from day one.

How to Apply

Please send your CV and a short cover letter (or the application form on our website) to: **carole.rose@healthwatchcambspboro.co.uk**