

# Impact and Data Officer

## Job Profile

<p><b>Who we are and why we need you</b></p>	<p><b>Healthwatch Cambridgeshire and Peterborough</b> is the local statutory Healthwatch provider. We are the independent champion for people who use health and social care services in Cambridgeshire and Peterborough.</p> <p><b>Our job</b> is to make sure that those who run local health and care services understand and act on what really matters to people. <b>We listen</b> to what people like about services and what could be improved. <b>We share</b> what people tell us with those with the power to make change happen. <b>We encourage</b> services to involve people in decisions that affect them. We also help people find the information they need about services in their area.</p> <p><b>We are looking for</b> passionate and committed individuals to work with us to provide high quality Healthwatch services to the people of Peterborough and Cambridgeshire.</p> <p>The Impact and Data Officer will play a vital role in advancing our mission by transforming data and insights into compelling, evidence-based presentations and reports that shape service design and delivery. This role is central to demonstrating the tangible effects of our work, enabling us to make informed, impactful decisions that better serve our community.</p> <p>As the Impact and Data Officer, you will be responsible for designing and executing research activities with a focus on producing actionable intelligence. Using a variety of research methods, you will gather and analyse data to meet defined objectives and outcomes, ensuring our work is grounded in measurable evidence.</p> <p>Collaboration with our internal teams is a key aspect of this role. By working together, you will create cohesive reports and presentations that not only highlight our successes but also identify areas for improvement.</p>
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	<p>Additionally, you will play a key part in evaluating our public engagement initiatives, collecting meaningful feedback and insights to inform our future efforts and amplify our impact.</p> <p>In this role, your ability to present findings in clear, influential formats will ensure that our stakeholders and partners understand the value of our work and are inspired to support our objectives. Your efforts will directly contribute to shaping a responsive, data-driven approach that maximizes the positive impact of our services.</p>
<p><b>What we need you to do for us</b></p>	<ul style="list-style-type: none"> <li>• Manage the database, analysing data and intelligence on health, care and other services, whilst complying with GDPR regulations.</li> <li>• Act as lead for the organisation’s approach to research.</li> <li>• Develop and deliver research projects including planning, collection and analysis of data to produce insightful reports.</li> <li>• Draw out themes, patterns and trends, turning the information we receive into useful monthly intelligence to share with the wider team, helping them to inform their work and influence our strategic partners.</li> <li>• Process, interpret and present complex information in an easily understood accessible format.</li> <li>• Maintain an awareness of relevant research developments nationally and locally and circulate information to appropriate colleagues.</li> <li>• Analyse data through our commissioned project work such as survey analysis and present accessible reports on the findings.</li> <li>• Be the lead in bringing together all our workstreams, to present accessible impactful reports/newsletters to the wider public through our engagement events and quarterly communications.</li> <li>• Send monthly data reports from our current CRM to Healthwatch England and health partners.</li> <li>• Support the Head of Communications &amp; Impact with high quality communications and written materials including web articles, annual reports and digital content (e.g. podcasts and short videos).</li> <li>• Support other staff to evaluate data.</li> <li>• Work in partnership with colleagues and partners from other organisations and within the integrated care system, to ensure commissioned work and ICS work is appropriately managed.</li> <li>• 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.</li> </ul>

<p><b>This job is ideal if you are motivated to</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Enjoy methodical, structured work.</li> <li>• Make a difference and see the impact of your work on other people's lives.</li> <li>• Work closely with colleagues to provide a seamless professional service.</li> <li>• Deal with constantly changing priorities.</li> </ul>
<p><b>Experience and skills we need you to have</b></p>	<p><b>You will have</b></p> <ul style="list-style-type: none"> <li>• An excellent understanding of the remit of Healthwatch and importance of patient involvement mechanisms.</li> <li>• You will be qualified and experienced in data analysis and impact report writing.</li> <li>• Excellent understanding and use of PowerBI, with experience in creating new dashboards and reports.</li> <li>• Knowledge and experience of social research methodologies with the ability to collect, analyse and interpret qualitative and quantitative data from a variety of sources.</li> <li>• An understanding of how health and social care services are commissioned and delivered.</li> <li>• Ability to present complex information in an easily understood accessible format within tight deadlines, producing impactful reports with the findings.</li> <li>• Excellent attention to detail and high level of accuracy and consistency in recording and inputting data.</li> <li>• A commitment to high quality standards.</li> </ul> <p><b>Ideally, though not essential, you will also be able to demonstrate</b></p> <ul style="list-style-type: none"> <li>• Evidence of continuing education and/or personal development.</li> </ul> <p><b>You will also need to demonstrate</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Outstanding communication skills, both oral and written, and the ability to engage and build relationships with a range of stakeholders.</li> <li>• Computer literacy enabling the effective use of the Microsoft suite of packages (with excellent knowledge of Excel) and social media skills.</li> <li>• Energy and drive with a focus on delivery.</li> <li>• Excellent team collaboration skills, supported by practical experience.</li> </ul>

	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills, which enable you to influence internally and externally, at all levels and to work effectively as part of a team.</li> <li>• The ability to attend meetings throughout the Cambridgeshire and Peterborough area.</li> <li>• An ability and willingness to undertake work outside of normal office hours to meet the needs of the business.</li> <li>• Good understanding of GDPR and how to apply this to data collation and analysis.</li> </ul> <p><b>You will need to be</b></p> <ul style="list-style-type: none"> <li>• Approachable</li> <li>• Trustworthy and confidential</li> <li>• Passionate and committed</li> <li>• Empathic, calm and patient</li> <li>• Respectful</li> <li>• Reliable</li> <li>• Professional</li> <li>• Committed to excellence in customer service</li> <li>• Committed to equality, diversity and inclusion</li> </ul>
<p><b>Who you will be reporting to and working with</b></p>	<p><b>Join our enthusiastic and committed team</b> – You will report to the Head of Communication &amp; Impact.</p> <p>Working within a small organisation you have to be adaptable and flexible and happy to roll your sleeves up.</p>
<p><b>How we will reward you</b></p>	<p><b>1. Salary</b> £29,000.00 per annum (flexible hours for the right candidate)</p> <p><b>2. Working Hours &amp; Location</b> We are able to be flexible around working arrangements.</p> <p>37 hours per week, Monday to Friday to be agreed.</p> <p>This is a Hybrid role working as both Home Based and from one of the Healthwatch Cambridgeshire and Peterborough Offices, as fits the needs of the service.</p> <p><b>3. Annual Leave, exclusive of bank holidays</b></p>

	<p>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 between the Christmas / New Year period.</p> <p><b>4. Pension</b></p> <p>Healthwatch Cambridgeshire and Peterborough offer a defined contribution, Flexible Retirement Plan with TPT, formerly The Pensions Trust.</p> <p>Healthwatch pays 8% of salary from first day of employment, staff can make voluntary contributions.</p>
<p><b>How to apply</b></p>	<p>Please complete an application form available on the website. Click 'Apply Here' button.</p> <p>Deadline date for applications: Friday 28<sup>th</sup> February 2025.</p> <p>Interview Dates: March TBC</p>