

Information Officer

Job Profile



<p>Who we are and why we need you</p>	<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 ensuring high quality delivery of the Healthwatch Cambridgeshire and Peterborough’s Information Service.</p>
<p>What we need you to do</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. • You will research and maintain a database of information resources • You will take calls, answer emails and letters, providing information and signposting to members of the public • You will maintain accurate recording systems in line with data protection and consent requirements • You will liaise with partner organisations to ensure optimum referral • You will help develop and maintain Healthwatch Cambridgeshire and Peterborough recording systems • You will assist in preparing and disseminating marketing materials • You will undertake promotional activities and assist in preparing data reports for analysis • You will attend meetings as requested
<p>This job is ideal if you are</p>	<ul style="list-style-type: none"> • Use your communication skills to support the development of the organisation and help to improve health outcomes for local people • Enjoy methodical, structured work

<p>motivated to</p>	<ul style="list-style-type: none"> • Help make care better for people in Cambridgeshire and Peterborough, particularly those who are less likely to be heard. • Make a difference and see the impact of your work on other people's lives • Be part of a team and work closely with colleagues.
<p>Experience and skills we need you to have</p>	<p>You will have</p> <ul style="list-style-type: none"> • An understanding of the remit of Healthwatch and importance of patient involvement • An understanding of the structure and delivery of NHS and social care services • Experience of working in a customer service or public facing role. <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"> • Good organisation and time management skills. • Good oral and written communication skills • Good interpersonal skills • Good IT skills, including Microsoft Office packages, and familiar with the use of Customer Relationship Management databases. • An ability and willingness to undertake work outside of normal office hours to meet the needs of the business. • Willingness to travel across Cambridgeshire and Peterborough as a routine part of the role, occasionally attending meetings further afield. <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 equality, diversity and inclusion • Committed to excellence in customer service

<p>Who you will be reporting to and working with</p>	<p>Join our enthusiastic and committed team</p> <p>You will work closely with different members of the Healthwatch team. Working within a small organisation, you have to be adaptable and flexible and happy to roll your sleeves up.</p> <p>You will be managed by the Head of Operations.</p>
<p>How we will reward you</p>	<p>1. Salary</p> <p>The salary is £24,675.00 per annum pro rata (actual £12,004.00)</p> <p>2. Working Hours & Location</p> <p>Part time circa 18 hours per week. Working pattern as agreed with your Manager. Some working outside usual office hours may be required.</p> <p>This is a home-based role although there will be a requirement to attend meetings at our office at The Maple Centre, 6 Oak Drive, Huntingdon.</p> <p>When working more than 6 hours/day, the post holder will take a 30-minute unpaid lunch break.</p> <p>3. Annual Leave, exclusive of bank holidays</p> <p>28 days per annum pro rata. Three of these days are to be taken between the Christmas / New Year period. Additionally 1 day each year to be awarded up to a max of 31 days.</p> <p>4. Pension</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>For more information visit http://www.tpt.org.uk/</p>