Job Description

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| **Post:** | Engagement and Involvement Lead  |
| **Salary:** | £24, 360 pro rata  |
| **Contract:** | Permanent |
| **Working hours:** | 21 hours per week |
| **Responsible to:** | Chief Executive |
| **Location:** | Home-based with frequent travel across Buckinghamshire  |
| **Annual Leave:** | 5 weeks pro-rata plus public holidays |

# Purpose of Role:

Success looks like:

* Healthwatch Bucks has strong relationships with communities across Buckinghamshire and gathers the views and experiences of these communities in relation to health and social care
* Healthwatch Bucks is seen as the ‘go to’ place for best practice in effective community engagement and involvement
* Local residents know what Healthwatch Bucks does and talk to us about health and social care in a variety of ways

# Key Responsibilities:

* Work with the Chief Executive and Engagement Lead to produce an annual communications and public engagement plan. This will include supporting volunteers, staff and directors to contribute to the delivery of this plan
* Work with the Chief Executive and Healthwatch Bucks team to grow the organisation’s reach around engagement and involvement by proactively identifying opportunities for engagement activities within local communities -with a particular focus on those experiencing health inequalities
* Track and report regularly on engagement and involvement activities and stakeholder relationships
* Support the staff team with targeted engagement and involvement opportunities in relation to particular projects or areas of work.
* Identify community issues, needs and areas of concern about Bucks health and social care through engagement and involvement activity
* Work with the Data and Impact Manager to capture and store feedback and data from engagement and involvement activities
* Work with the Communications Lead and Data and Impact Manager to identify and progress engagement opportunities through website feedback and social media channels
* To develop and maintain relationships with a wide range of stakeholders
* Arrange, prepare and attend engagement and involvement activities to support the communications and engagement plan (including information stands, focus groups and presentations)

# The Person

## Skills and attributes:

* You enjoy talking to people with the ability to quickly build effective working relationships and good rapport, with people from all walks of life
* An awareness of health inequalities and the current challenges facing health and social care providers
* You can have good communication skills and are able to write in a clear and concise way
* You are computer literate and have experience of using Microsoft Office packages You are an experienced user of Microsoft Office, WordPress, and Mailchimp and will grasp quickly how to use our database
* You can work collaboratively as part of a team – supporting others to deliver and have some experience of working with volunteers.
* You have the capability of planning and delivering engagement plans that successfully engage the public, especially communities who may be experiencing health inequalities
* You are prepared to work flexibly and attend events in the evening and weekend as required.

## Motivation:

* Strong and demonstrable belief in improving health and social care services
* You are excited by the challenge this role presents and by developing yourself as part of delivering it.

## Fit:

* You feel comfortable working remotely in a small, active team
* You are happy to work principally from home but feel comfortable attending events alone and representing the organisation
* You are helpful and positive in your approach
* You are happy to learn and develop as part of your role
* You will respect the wider work of the organisation and to ensure no activities have the effect of bringing the organisation into disrepute.
* You are entitled to work in the UK
* You are willing and able to travel to various locations across the county as required and are able to transport the equipment needed to run events e.g. gazebo and marketing materials.

If you would like an informal discussion about this role, please contact Zoe McIntosh by emailing zoe@healthwatchbucks.co.uk

This job description is not intended to be an exhaustive list but to indicate the main responsibilities of the post. The postholder will also be expected to carry out other activities that may reasonably be requested. It will be reviewed periodically to take into account changes and developments in service requirements.