



# Research and Insight Coordinator for Healthwatch England

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**Grade:** GRADE E £27,768 (London Framework – if you are London office based)

**Contracted Hours:** Full time 37 hours per week

**Contract Type:** Fixed Term for 12 months

**Closing Date:** 23 September 2020 at 11.59pm

**Location:** London Office\*

*\*In line with the Care Quality Commission estates strategy, we are planning to move our London office from 151 Buckingham Palace Road to 2 Redman Place, Stratford, East London in late 2020.*

## **About us**

We are the independent champion for people who use health and social care services. We aim to help improve the quality of services by letting the government and those running services know what people want from care.

We also support a network of 152 local Healthwatch services to reach out to every section of the community and encourage more people to speak up.

Together, our work is resulting in big and small changes that are helping to make care better.

## **Let us tell you a little bit about the role....**

As our Research and Insight Coordinator, you will play a key role in helping to deliver our goal by working with our Research and Insight Team to ensure that the evidence we collect from 152 Healthwatch across England is analysed efficiently. You will be involved in the initial research we undertake to understand the nature and scale of issues that people raise with us about health and care services, so we have real impact in improving services and policies.

We're looking for someone who will analyse our insight, support national research projects and help the network of local Healthwatch undertake good quality research to influence the provision of health and social care at a local level.

### ***What we're looking for from you...***

You'll have experience of undertaking research and have good attention to detail. You'll be a good communicator both orally and in writing and have advanced Excel skills. You're highly collaborative and can prioritise your work effectively.

***For an informal discussion or further information about this role, please contact Sue Edwards, Research and Insight Manager at [sue.edwards@healthwatch.co.uk](mailto:sue.edwards@healthwatch.co.uk).***

### **Accountabilities:**

The main functions the post holder will undertake are:

#### **Collation and initial evaluation of information**

- Receiving information from Local Healthwatch, Healthwatch England colleagues and Stakeholder organisations, processing the data against agreed criteria and indices, ensuring that data standards are applied and maintained.
- Being involved in horizon scanning activities to help identify and maximise opportunities for sharing Healthwatch insight and influencing health and social care decision makers.
- Providing a basic collation and research function, evaluating and quantifying the information received to support our research and insight processes.
- Flagging high risk and/or safeguarding issues identified through the collation of Healthwatch information.
- Identifying and escalating any health and care issues based on agreed prioritisation criteria.
- Ensuring that information security requirements are upheld.
- Developing and maintaining relationships with information providers and recipients, namely the local Healthwatch network and Healthwatch England stakeholders.
- Understanding and acting upon the information needs of Local Healthwatch and Healthwatch England stakeholders.
- Ensuring that the right people can access the information they need and that it is disseminated where appropriate in a timely manner.
- Assisting in the development of user requirements for intelligence IT systems, specifically supporting the ongoing development of the CRM.
- Sustaining and adapting insight systems where relevant and appropriate ensuring that all legislative requirements continue to be fulfilled.

#### **Administration**

- Providing advice and support to local Healthwatch on how to undertake research via the Healthwatch England Research Helpdesk

- Providing administration and coordination for the Research and Insight Team i.e. facilitating travel, arranging meeting and other support activities.

### **Essential Skills and Experience:**

- Proven research experience with the ability to extract relevant data from a variety of sources,
- Ability to think logically and solve data problems, working through errors to reach a resolution. Good lateral thinking, avoiding assumptions.
- Ability to process, interpret and present complex information in an easily understood accessible format, within tight deadlines.
- Excellent attention to detail and a high level of accuracy and consistency in recording, inputting, and coding data.
- Ability to manage confidential information appropriately.
- Ability to manage competing priorities in a fast-paced changing environment, reacting and make recommendations in response to changing circumstances.
- Basic level understanding of policy making in government / public sector environment.
- MS Office skills (Word, Excel, MS Powerpoint) with advanced user capabilities in Excel.
- Excellent verbal and written communication skills with the ability to communicate effectively and clearly with colleagues and stakeholders.
- Highly collaborative, with strong interpersonal skills.
- Experience of providing administration support.

**CQC is committed to promoting a fair and inclusive workplace where all our people can flourish and reach their full potential. We know diverse teams allow for a more creative and productive environment and therefore encourage applications from everyone regardless of: age, gender identity or expression, religion or belief, disability, ethnicity or sexual orientation.**