

Job Title	Research and Insight Coordinator (JD 27, 28)
Job Purpose	<p>People want health and care support that works – helping them stay well, get the best out of services and manage any conditions they face. To achieve this, we want to support more people to say what matters to them and to make sure these views shape the support they need.</p> <p>As our Research and Insight Coordinator, you will play a key role in helping to deliver this 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.</p> <p>You'll do this by:</p> <ul style="list-style-type: none"> ● Supporting the Research and Insight Team to collect and organise our evidence to produce robust analysis; ● Helping to maintain and develop our data sources so we have a thorough understanding of the scale and significance of the issues that people raise; ● Assisting our network to undertake high quality research and engagement with people to understand what matters most to them.
Accountabilities	<p>The main functions the post holder will undertake are:</p> <p>Collation and initial evaluation of information</p> <ul style="list-style-type: none"> ● 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.

	<ul style="list-style-type: none"> • 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. <p>Administration</p> <ul style="list-style-type: none"> • 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.
<p>Specific skills and experience</p>	<ul style="list-style-type: none"> • 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.

Healthwatch England's Vision, Purpose and Approach

Our vision: Health and care that works for you

Our purpose: To find out what matters to you and help make sure your views shape the support you need

Our approach: People's views come first – especially those who find it hardest to be heard. We champion what matters to you and work with others to find ideas that work. We are independent and committed to making the biggest difference to you.

To enable this to happen, it's important that everyone understands the approach we will take to our work and what they can expect from us.

- People's views are at the heart of everything we do
- We work creatively to ensure people from every community have their say about health and care
- We speak clearly so that people can understand and act on our evidence
- We achieve positive change by working in partnership with others; and
- We are independent and are prepared to challenge services.