

This is a 6 Month fixed term position

Reporting to	Chief Executive Officer
Responsible for	Project Manager / Community Engagement
Salary	£28-30K
Hours	37.5 hours per week, occasional evening and weekend work may be required
Location	Working from Home is supported by the organisation during the Coronavirus pandemic. Community House, 311 Fore Street, London N9 0PZ and various locations within the community

Healthwatch Enfield was established in 2013 to act as the statutory, independent consumer champion for health and social care services in the borough. We're here to amplify the voices of local people and to help them navigate the complex systems of health and social care. Everything we say and do is informed by our connections with Enfield's residents. A key focus of Healthwatch Enfield is on understanding the needs, experiences and concerns of people, who use services, so that we can speak out on their behalf in order to seek improvements in services. Although engagement is fundamental to the way Healthwatch Enfield works during the Coronavirus pandemic it is vital to ensure that all the disadvantaged groups are heard. New and creative methods of engagement are crucial and we want to focus on a project management approach to ensure we can deliver key messages from the community to stakeholders.

We aim to ensure that all those who plan and provide services in the borough listen to the voices and experiences of local people directly, or via Healthwatch Enfield, to shape high quality services that meet individuals' needs.

Each year Healthwatch Enfield undertakes an extensive programme of work, which aims to have a positive impact for individuals, communities and the wider system.

The role of Project Manager /Engagement is pivotal to the work of Healthwatch Enfield. You will be responsible for maintaining the profile of Healthwatch Enfield in the London Borough of Enfield in order to reach new audiences and build relationships with the local communities.

1. Main duties

- To lead and ensure the successful delivery of all projects undertaken
- To ensure Healthwatch Enfield develops and utilises effective community engagement and involvement approaches, which enable us to influence improvements to local services
- To embed a robust action research approach to our evidence-base development

2. Key responsibilities

- 2.1 To ensure Healthwatch Enfield develops and utilises effective community engagement and involvement approaches, which enable us to influence improvements to local services**

- To work with the team to undertake specific projects in line with Healthwatch's annual plan
 - Utilise innovative new approaches and ideas to significantly expand our offering, audience reach, and impact
 - Develop and maintain good working relationships with local community and voluntary organisations
- 2.1.1 To promote Healthwatch Enfield to the wider public to local influential figures, and to organisations supporting and representing people in the borough
- 2.1.2 To act as the first point of contact for engaging local communities in our work
- 2.1.3 Working with Information and Signposting Officer and Community Outreach, Research and Events Co-ordinator, to involve and support Healthwatch Enfield's volunteers in community outreach activities. To promote our volunteering opportunities to communities, groups and organisations
- 2.2 To embed a robust action research approach to our evidence-base development**
- 2.2.1 To ensure application of appropriate, robust action research methods and tools such as surveys and focus groups in order to collect qualitative evidence of local people's views and experiences
- 2.2.2 To work with colleagues to analyse and assess feedback in order to develop an evidence base to inform the organisation's influencing work
- 2.3 Additional responsibilities**
- 2.3.1 To support business development and fundraising activities, as requested
- 2.3.2 To lead and complete specific tasks allocated through work plans, project plans and the annual operationalised strategy of Healthwatch Enfield.
- 2.3.3 To provide monthly and quarterly information (accurate data and informative commentary) within your areas of responsibility for performance management purposes
- 2.3.4 To comply with Healthwatch Enfield's policies, procedures, management and monitoring systems.
- 2.3.5 Any other duties commensurate with the skills and abilities of the post holder as directed by your line manager

2.3.6 To ensure that all activities are carried out with due regard to the diversity within the Borough and within an Equal Opportunities Framework

3. Valuing diversity

It is the aim of Healthwatch Enfield to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status and is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end Healthwatch Enfield has an Equal Opportunities Policy and it is for each employee to contribute to its success.

4. DBS Check

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service to check for any previous criminal convictions.

Person Specification (Please note: E - essential; D - desirable)

Education, qualifications and training	
A degree in a related area, e.g. communications, marketing	D
Experience	
Experience of engaging with and communicating effectively with a range of stakeholders	E
Experience of developing and / or delivering community engagement and involvement activities	E
Experience of working with volunteers	D
Experience of working with or engaging with seldom heard communities	E
Experience of delivering projects to time	E
Knowledge and skills	
Excellent communication skills, both oral and written, and the ability to engage and build relationships with a range of stakeholders	E
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 deadlines	E
Practical knowledge and understanding of community engagement practices, principles and values. In particular experience of community research techniques, engagement and co-production	D
An understanding of diversity and equal opportunity issues as they relate to accessing and using information and health and social care services	E
Computer literacy enabling the effective use of the Microsoft suite of packages	E
Excellent interpersonal skills, enabling the post holder to influence and to work effectively as part of a team	E
Knowledge of local health and social care organisations and / or the local voluntary and community organisations	D
Other	
Enthusiasm, imagination, innovation, energy and drive with a warm, outgoing personality	E
Enthusiasm for working for a small but influential organisation	E

Willingness to take on different tasks as the role develops to meet the needs of the organisation	E
Willingness to undertake travel within the borough	D