## 

**TITLE:** PROJECT officer (12 MONTHS FIXED TERM)

**Based at:** Elm Farm Business Park, Wymondham,

**Salary banding:** £26,500 - £33,000 p.a.

(£12,892-£16,054 pro rata for 18 hours)

**Reporting to:** Research and Project Manager

**JOB DESCRIPTION**

Main Purpose of the Job

* To undertake various research and engagement projects on behalf of Healthwatch Norfolk (HWN)
* To contribute to the planning, delivery and evaluation of Healthwatch Norfolk’s project and engagement activities

Main Tasks

1. Work on defined HWN projects ensuring project deadlines are met.
2. Work with the Research and Project Manager to develop appropriate project methodologies, e.g. surveys, interviews and focus groups.
3. Ensure that all project work complies with in-house research protocols, standards and practices.
4. Work closely with colleagues to collate project results, analysing them to identify themes.
5. Produce written reports on research projects and present them in a way that can be easily understood.
6. Provide insights on what information or research findings are already available around, for example, service performance or user views.
7. Support the Research and Project Manager to develop approaches which disseminate information to those who need it.
8. Develop and foster collaborative approaches when working with both internal and external stakeholders.
9. Work with the Communications Manager and other professional organisations to promote projects, collect information and disseminate results.
10. Actively help identify additional project work that could contribute to furthering patient/carer satisfaction and associated outcomes for commissioning bodies and health and social care service providers.
11. Playing a full part in the organisation and staff team, contributing as opportunities arise
12. To undertake any other duties commensurate with the post.

**PERSON SPECIFICATION**

**Essential**

* Excellent literacy and numeracy skills
* Educated to degree level or equivalent
* Experience of producing high quality reports, presentations and other materials
* Excellent organisational, research, analytical, problem solving and time management skills.
* Experience of and understanding of different research methodologies and techniques.

## Emotional resilience and ability to manage exposure to potentially distressing content.

## Ability to maintain professional boundaries and seek support when needed.

* A broad understanding of current policies and issues within health and social care.
* Working with diverse communities including the ‘seldom heard’
* Collaborative and diplomatic, building relationships with key partner organisations.
* Strong communication skills both in person and in writing.
* Self-motivated with a flexible approach.
* Ability to work within a team and able to work on own initiative.
* Competent in Microsoft Word/Excel/PowerPoint/Access and Internet, knowledge of Sharepoint or similar programmes.
* Ability to cope with a high workload and a variety of challenging situations in a calm and sensitive manner.
* Current clean driving licence and access to own transport.

**Desirable**

## Experience working on projects related to mental health or with vulnerable populations.

## Training in mental health first aid or similar support frameworks.

* Experience of Project management
* Experience of developing new initiatives