

ROLE DESCRIPTION

Role :	Data and Administrative Officer
Responsible to	Contracts & Performance Manager
Hours:	26 hours per week, Mon-Fri
Location :	Truro office
Payment	£24,482-£29,591 FTE (Grade 2)
Contract	Fixed until May 2029

Background

Healthwatch Cornwall (HC) is one of 152 local Healthwatch formed in response to the Health and Social Care Act 2012. Healthwatch England provides representation at national level and Healthwatch Cornwall is funded by the Department of Health via Cornwall Council.

Our vision is to inspire positive change in Cornwall's health and social care through effective public engagement and we exist to ensure people and communities have a strong voice to influence and challenge how health and social care services are provided within their area.

HC is a Community Interest Company (CIC) and we act as a 'critical friend' to the commissioners and providers of health and social care services to enable progressive and beneficial decisions to be made.

Job Purpose:

To ensure accurate and insightful management of public feedback data for Healthwatch Cornwall. The postholder will be responsible for collecting, coding,

analysing, and reporting on data gathered from residents across multiple sources, providing vital evidence for research, reports, and influencing work. In addition, the role will provide one day per week of core administrative support to ensure smooth office and operational functions.

Key Responsibilities:

Data Management & Analysis (Primary – 80%)

- Data Entry: Enter resident feedback from multiple channels (surveys, Have Your Say forms, phone/email, focus groups, events) into Excel and ensure seamless integration with the CRM system, working closely with the Performance & Insights Officer.
- Data Cleansing & Quality Assurance: Maintain accuracy, consistency, and integrity of data, carrying out regular quality checks.
- Data Analysis: Working with Performance & Insights Officer, identify themes, trends, and insights in public feedback, preparing summaries and visual outputs for use in reports and dashboards.
- Reporting Support: Work with the wider team (Research, & Engagement) to provide datasets, charts, and analysis for issue reports, impact reviews, and commissioner updates.
- Confidentiality & Compliance: Ensure all information is handled in line with GDPR and HC's data governance policies.

Administrative Support (Secondary – 20%)

- General Admin: Provide one day per week of core admin cover, including answering phones, responding to emails, maintaining records, and ordering supplies.
- Meeting Support: Assist with Board meeting scheduling, agendas, and facilitation.
- Volunteer Support: Offer light-touch admin support to work experience and office volunteers when required.

Reporting Structure:

Reports to the **CEO** and works closely with the Performance & Insights Officer and Wider Team (**Research, Engagement & Comms**) to provide timely and accurate data for organisational outputs.

This job description outlines your main tasks and responsibilities but you may be required to undertake further duties when necessary.

Person specification: *Data and Administrative Officer*

	Essential	Desirable
Qualifications / Experience	<ul style="list-style-type: none"> • Demonstrable experience in data entry, coding, and analysis (Excel essential). • Administrative experience in an office or customer service environment. • High level of accuracy and attention to detail. • Strong analytical skills: ability to interpret data and identify key themes/trends. • Excellent organisational and time management skills. • Clear written and verbal communication for presenting data to non-specialists. • Understanding of confidentiality, GDPR, and data protection. 	<ul style="list-style-type: none"> • Experience of producing charts, dashboards, or reports in Excel. • Experience in healthcare, social care, or voluntary/community sectors. • Familiarity with engagement data collection methods (surveys, events, focus groups). • Experience working with CRM systems or databases.
Personal attributes:	<ul style="list-style-type: none"> • Detail-oriented and methodical in handling data. • Curious and analytical mindset, with the ability to turn data into insight. 	

	<ul style="list-style-type: none">• Flexible and adaptable, balancing data tasks with occasional admin support.• Team player who works well with others but can also work independently.• Proactive, motivated, and committed to Healthwatch Cornwall's mission.	
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