

ROLE DESCRIPTION

Role :	Engagement Officer
Responsible to:	Engagement & Relationship Manager
Hours:	Part timeTime: 21 hours per week
Location:	Hybrid: Newham Office Truro, home and community based
Payment:	Competitive-range £25,772– £30,881 FTE [Grade 2] subject to pro rata
Actual Salary:	£15,463 per annum
Contract:	Fixed until May 2029

About Us

We are an organisation dedicated to amplifying the voices of people in Cornwall who have shared their experiences in health and social care. By collaboration with stakeholders, effective engagement, collecting and analysing public feedback, we work to drive improvements in local services and ensure that people's voices are heard by decision-makers.

Role Overview:

At Healthwatch Cornwall, we're looking for people who are passionate about engaging with others and committed to improving health and social care services across Cornwall. Whether it's connecting with people at a community centre, listening to someone's lived experience at an event, or

representing Healthwatch at outreach activities – this role is about meaningfully engaging with communities, capturing their voices, and ensuring they are heard where it matters.

As a Engagement Officer, you'll spend much of your time out in the community, building connections, listening carefully, and capturing feedback on people's experiences. You'll share this insight with our research and reporting teams to help influence and improve the services people rely on.

KEY RESPONSIBILITIES

1. Engaging with our Communities:

- Engage with people across Cornwall to gather their views on health and social care
- Attend and support events, outreach visits, and local group meetings
- Build strong relationships with community groups, organisations and the public

2. Data Capture

- Accurately log feedback and insights into our secure database
- Work with the wider team to feed what you hear into reports, campaigns and evidence

6. Representation:

- Represent Healthwatch Cornwall in a professional, compassionate and approachable way.

- Champion the voices of our communities ensuring their perspectives are integrated into our reporting.
- Support and promote community engagement of all groups, ensuring they have an opportunity to actively contribute.

Additional Information:

- This is a hybrid role: some office working, with travel across Cornwall
- Occasional evening/weekend work (e.g. for community events)
- Enhanced DBS check required (we will fund)
- Induction and ongoing training provided

Person specification: Engagement Officer

Qualifications & Knowledge	Essential	Desirable
Education and Qualifications	Educated to GCSE, Functional Skills Level 2 in Maths & English.	BTEC or NVQ level 2 in health and or care
Knowledge & Experience	Knowledge of service improvement, and a genuine passion for helping people.	Experience participating in the delivery of service improvement within the community, public, health or care sectors. Familiarity with Cornwall’s health and care system.
	Comfortable talking to people in different settings (town centres, events, groups etc.)	Experience in holding public engagement events
	Experience working with and supporting volunteers, or a genuine desire to do so.	Experience working with volunteers or volunteering in the community, public, or care sectors

	Proven knowledge and experience of basic level IT and administration	Experience of CRMs or similar database systems.
Skills	Essential	
	Excellent, inclusive verbal and listening skills with good written communication	
	Ability to work effectively, both independently and as part of a team, demonstrating initiative, building and maintaining effective working relationships.	
	Good organisational skills, managing workload effectively, ability to prioritise.	
	Flexibility- ability to adapt to the demands of the role.	

	Full UK driving licence and access to own car that can be used for business [milage paid]	
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This role is perfect for some one who enjoys working both independently and collaboratively in supporting service improvement, engaging with our communities and capturing their experiences and is comfortable in a flexible, part-time capacity.

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