

JOB DESCRIPTION

Job Title:	Project Officer
Responsible to:	Project Manager
Salary:	£23,513 per annum based on 35 hours a week (pro-rata £14,108 for 21 hours)
Hours:	Minimum of 21 hours per week
Location:	Flexible with office base in Truro and opportunity to work from home as conditions dictate. With some work at various sites across the county.
Contract:	Initially 18 months, with possible extension until 30 March 2024 subject to further funding

Organisational Expectations

Healthwatch Cornwall aims to provide a high quality service to the public and to our stakeholders, adhering to the principles of best practice, promoting equal opportunities and working positively with all of Cornwall's diverse communities. Healthwatch is a forward-thinking organisation and the people who work for us must be committed to developing and enhancing the services we provide.

Job Purpose

Our work is developed through inter-related projects. We choose priorities every year based on what local people tell us matters to them, and we also undertake bespoke projects that are commissioned separately from the core contract that we have with the local authority.

The Project Officer will support the range of our work, working with the Project Manager (PM) and also members of the wider team as appropriate, to design specific projects, with initial focus on a Planning for Parenthood project. This will include making sure that each project has the necessary background information, staff and volunteer input, and other support it needs; leading on project delivery; assisting with the collation and analysis of research results; and preparing findings for publication and/or reporting back to the commissioning organisation.

This is a varied role in a small team and it offers scope for development - there will be opportunities to lead on specific items of work. We are looking for someone who

understands the ways that service user voice can be used to shape and improve services; who can relate to the diverse population in Cornwall; who has experience of volunteering and understands the contribution volunteers can make to projects; who has experience of research; who can manage process, with good attention to detail; who wants to take responsibility; who can work flexibly; and above all who wants to make a difference for the people of Cornwall.

The Project Officer will also assist the PM in ensuring Key Performance Indicator's (KPI's) are met within budget and on time.

Main duties and responsibilities

Project Delivery

- To take part in annual planning of projects, and to work with the PM and other relevant staff members to design and implement projects, and to identify resources required
- To support evidence gathering for projects - this may include, for example, helping at outreach events or organising focus groups or conducting telephone interviews
- To ensure that our project planning takes account of the diversity of Cornwall's population
- To update project plans, and report on project progress as required
- To identify opportunities to involve volunteers in the planning and delivery of projects and support the Volunteer Officer to recruit volunteers to specific projects as required
- To ensure that project plans and systems encourage participation from under-represented and/or disadvantaged groups
- To support preparation of project findings - for example by transcribing and analysing interviews, or by researching relevant references
- Assist the PM, and other relevant staff members, to identify project marketing, resourcing and communication needs
- Support the PM to ensure that all projects are delivered on-time, within scope and within budget

General support within organisation:

- Maintain close coordination and cooperation with the Research Manager and Engagement & Volunteer Manager and be proactive in order to support intelligence gathering and specific projects when required
- Be involved in the design of suitable resources and materials in line with HC branding and in liaison with the Communications Manager
- Write reports and prepare documents in line with HC's influencing function where needed
- Support and develop Healthwatch Cornwall volunteers within your role, in accordance with the Volunteer Development Plan
- Support with data entry as required
- Team support for large events or projects, as needed

- General support across the Healthwatch team as and when required

Key competencies:

- Actively participate in team meetings and attend other external meetings as advised by the line manager
- Support the Management team and other workers in ensuring the aims and objectives of Healthwatch Cornwall are achieved to a high standard
- Take all reasonable precautions to ensure the health and safety of yourself and others in accordance with Healthwatch Cornwall's health & safety manual
- Adhere to organisational policies and procedures
- Contribute to the achievement of annually set individual and team targets relating to the Business Plan
- Actively participate in regular 1:2:1s and annual appraisal
- Represent Healthwatch Cornwall in a knowledgeable and professional manner at all times
- Maintain appropriate professional boundaries at all times
- Identify own training and development needs in conjunction with your line manager and participate in training opportunities as agreed

The above duties are indicative of the requirements of the post at the time of recruitment. You will be expected to undertake other duties as may be reasonably required commensurate with the post, within other areas of work within the scope of Healthwatch Cornwall.

Please note this job description is intended to provide a guide to the general duties and responsibilities of the role - the post holder is expected to adopt a flexible approach to the tasks. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Healthwatch Cornwall.

PERSON SPECIFICATION

Project Officer		
	Essential	Desirable
Education Qualifications:	Educated to A Level standard	Qualification in project management
Experience / Knowledge:	At least 2 years' experience in a similar project role	Some understanding of health and social care services in Cornwall or familiarity with the voluntary and community sector
	An understanding of the principles of research	Experience of working with volunteers
	A demonstrable ability to manage processes	Experience/knowledge of planning for all aspects of parenthood
	Good understanding of and commitment to the principles of equality and diversity, with experience of applying those principles in practice	
	Proven ability to work under pressure, prioritising workloads and meeting deadlines	
Skills/ Personal Attributes:	Excellent IT skills including Microsoft Office (Word & Excel) and Outlook	Knowledge of data management for purposes of research (including fluent use of Excel)
	Excellent interpersonal skills and the ability to communicate clearly in verbal and written communication	Desire to develop and increase levels of responsibility
	Ability to work on tasks with very little supervision	Ability to connect with a wide range of people
	Good negotiation skills and ability to manage conflict	
	Demonstrate initiative and be self-motivated and innovative in approach to problem solving	
	Ability to work as part of a team but when required to take the lead in managing a set of tasks from start to finish, making appropriate and competent decisions	
	Strong coordination with meticulous time management	
	Attention to detail and accuracy with the ability to transcribe accurately	
	Proven ability to work in confidence respecting confidentiality at all times	