

Research & Impact Manager

JOB DESCRIPTION

Role :	Research and Impact Manager
Responsible to :	Chief Executive Officer
Hours :	15 hours per week
Location :	Hybrid- (Truro office/home working)
Actual Salary :	£16,263 (Grade 4)
Contract :	Fixed Term to 31 May 2029 (subject to external contract)

Background

Healthwatch Cornwall is one of 152 local Healthwatch created under the Health and Social Care Act 2012 to ensure that people's voices shape health and social care services. Funded through Cornwall Council, we act as the independent champion for residents, providing evidence-based insight that influences system change and service improvement.

Our vision is to inspire positive change in Cornwall's health and social care through effective public engagement, ensuring that every voice counts and influences how services are designed and delivered.

Job Purpose

The Research & Impact Manager leads the interpretation, synthesis, and communication of Healthwatch Cornwall's evidence base. Working closely with the Engagement, Communications, and Executive teams, this role turns community feedback and data into

meaningful insight that drives improvement across the system. The postholder manages the end-to-end production of Healthwatch Cornwall's Issue Reports (four annually) and Impact/Review Reports (three annually), ensuring that data, stories, and lived experience are translated into clear, credible findings and recommendations.

Key Responsibilities

1. Research & Data Leadership

- Lead on data interpretation, thematic analysis, and insight generation across all engagement channels.
- Draw connections between quantitative data (CRM, surveys, Enter & View) and qualitative evidence (stories, feedback, case studies).
- Oversee the design and delivery of research projects aligned to strategic priorities and statutory reporting.
- Ensure research outputs meet Healthwatch England, Cornwall Council, and statutory standards (accuracy, ethics, timeliness).
- Use Power BI and other tools (with data staff support) to visualise trends and findings.

2. Reporting & Communication

- Produce high-quality, evidence-based Issue and Impact Reports with clear narratives and actionable recommendations.
- Present findings to the CEO, Executive Board, commissioners, and stakeholders, translating data into accessible insights.
- Develop summary formats (briefings, infographics, presentations) in collaboration with the Marketing & Communications Lead.
- Ensure reports align with the Quality Framework (QFS) and are submitted to deadlines.

3. Stakeholder & System Collaboration

- Work closely with the Engagement & Partnerships Manager to ensure insight reflects lived experience and engagement priorities.
- Represent Healthwatch Cornwall in research or data-focused system meetings where evidence and outcomes are discussed.
- Build relationships with commissioners, providers, and analysts to contextualise findings and ensure impact tracking.

- Support the CEO in presenting research outputs at key boards and system forums (e.g. HASCOSC, HWBB, ICB).

4. Internal Collaboration & Team Development

- Support and coach colleagues to understand data interpretation and quality standards.
- Lead internal learning sessions on 'turning data into insight'.
- Contribute to strategic planning, risk analysis, and continuous improvement cycles.
- Ensure internal databases (CRM, trackers) are used effectively and consistently across teams.

Person Specification	Essential	Desirable
Qualifications:	Degree-level qualification (or equivalent experience) in research, social sciences, data analysis, or a related field.	Experience within health, social care, or VCSE research settings.
Experience / Knowledge:	Minimum 3 years' experience in research, insight, or data interpretation roles.	
	Proven ability to analyse complex datasets and extract actionable insights.	
	Strong report-writing skills with experience tailoring outputs for varied audiences.	
	Skilled at stakeholder engagement and collaboration	
	Confident using CRM systems, Excel, or Power BI (with support).	
	Knowledge of relevant legislation and regulations, including Data Protection/GDPR requirements.	Knowledge of national and local health and care policy contexts
	Proficiency in various research methodologies, both quantitative and qualitative.	
Skills:	Ability to design research projects from inception to completion, selecting appropriate methodologies based on research objectives.	
	Strong analytical skills to interpret research findings and data effectively.	
	Competence in data analysis tools and techniques to identify patterns, trends, and insights.	
	Capacity to draw actionable recommendations from research findings.	

	Ability to produce research-based briefings and reports tailored to different stakeholders and audiences.	
Key Attributes:	Excellent communication and interpersonal abilities. Analytical yet relational – able to interpret data and communicate it meaningfully to non-technical audiences.	
	Clear writer and confident communicator across multiple formats Capability to present complex data in accessible formats such as infographics, presentations, and reports.	
	Collaborative mindset with ability to work across teams (research, engagement, comms, data).	
	Strong organisational skills to manage multiple research projects simultaneously, ensuring timely delivery and alignment with organisational objectives.	
	Methodical in project management and able to meet multiple deadlines.	
	Personally aligned with Healthwatch Cornwall's values of Independence, Integrity, Inclusion, Impact, and Improvement.	
Personal Qualities:	Critical thinker; to evaluate research findings, identify key issues, and develop insightful recommendations.	
	Curious, reflective, and motivated by making evidence matter.	
	Calm and credible communicator with professional integrity	
	Able to balance detail with the bigger picture.	
	Respects lived experience and promotes inclusion in research.	
	Values teamwork, transparency, and shared accountability	

Additional Information

- Support other members of the Healthwatch Cornwall team as required.
- Promote a positive, learning-focused culture across the organisation.
- Undertake other duties commensurate with the role to meet organisational objectives.