

JOB DESCRIPTION

Role :	Research and Engagement Manager
Responsible to :	Chief Executive Officer
Hours :	30 hours per week
Location :	Hybrid- (Truro office/home working)
Salary :	£36,656--£43,628 FTE for 35 hours (Grade 4)
Contract :	Fixed Term to 31 May 2029 (subject to external contract)

Background

Healthwatch Cornwall 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.

Healthwatch Cornwall 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

A core element of Healthwatch Cornwall's work is the collection, analysis, and subsequent reporting on data relating to people's experiences of publicly funded health and social care services.

The Research and Engagement Manager is responsible for overseeing this crucial function, ensuring its effective delivery with a dedicated team of staff, administrative support, and the potential for additional assistance through interns and/or volunteers as required.

In addition to managing research activities, the Research and Engagement Manager takes the lead in developing and executing the CRM system. Furthermore, they spearhead the creation of simple impact measures for the organisation, ensuring that our efforts are aligned with our mission to improve health and social care services in Cornwall.

Responsibilities:

We are seeking a proactive and versatile individual to fill the role of Research and Engagement Manager at Healthwatch Cornwall. In this combined position, you will play a pivotal role in shaping our research agenda, engaging with stakeholders, and driving impactful initiatives to improve health and social care services in Cornwall.

Research Leadership:

- Collaborate with stakeholders and colleagues to develop the annual research programme.
- Lead and oversee the delivery of the annual research programme, ensuring alignment with organisational objectives.
- Utilise creative and appropriate methodologies to design and manage research projects, employing both quantitative and qualitative methods.
- Apply various research techniques, including document analysis, surveys, focus groups, interviews, and case studies, to gather relevant information.
- Produce research-based briefings and provide support to stakeholders in understanding key points.
- Analyse and evaluate research findings, interpreting data to identify key issues and develop actionable recommendations.
- Present research data in formats suitable for different audiences, including reports and infographics.

Engagement Strategy:

- Collaborate with CEO and team to gain insight into themes identified through community-based activities.
- Support Project Officers in developing engagement activities based on service user feedback and intelligence.
- Identify simple interventions that Healthwatch Cornwall can implement to impact service improvement.
- Develop a simple impact reporting system to measure and communicate Healthwatch Cornwall's impact effectively.
- Liaise with the Communications Officer regarding information requests, research promotion, and evidence collection from web and social media.

Partnership Boards:

- Manage the development and upkeep of Board Terms of Reference, strategy, and action plan documentation in collaboration with the Partnership Boards Project Officer (PBPO).
- Ensure diverse and suitable representation on Partnership Boards, working closely with the PBPO to engage potential new members and establish relationships with relevant organisations for representation and feedback.
- Collaborate with Healthwatch Cornwall colleagues to log and cross-reference issues raised through Partnership Boards work with the wider organisational agenda, facilitating cross-working within the organisation.
- Oversee the PBPO in coordinating and managing Partnership Board meetings and associated groups, including agenda setting, meeting facilitation, progress monitoring, and documentation.

Information Management:

- Maintain a responsive and up-to-date CRM system, securely holding feedback collected from people in Cornwall on health and social care services.
- Prepare database reports for submission at relevant external and internal meetings.

- Attend meetings to present data and research findings, challenging where necessary in line with Healthwatch Cornwall's functions.
- Report quality and safety issues, safeguarding concerns, or urgent matters promptly to the Chief Executive for action.
- Liaise with relevant organisations to ensure effective data collection about complaints or services.
- Maintain up-to-date knowledge of Data Protection legislation to ensure Healthwatch Cornwall's compliance.

Management:

- Oversee the research budget effectively, ensuring resources are allocated appropriately.
- Line manage Core Contract Project Officer and Partnership Board Project Officer

Working with Volunteers:

- Oversee Volunteer Development Officer/Engagement Attendance and report on updates to work programs and feedback themes.

Reporting:

- Analyse the Healthwatch Cornwall database to produce representation reports for commissioners, providers, stakeholders, and the Executive Board, informing them of current trends.
- Provide regular performance reports to the CEO.
- Produce reports from the Healthwatch Cornwall database for multidisciplinary boards such as the Health and Wellbeing Board, Joint Strategic Needs Assessment, Overview and Scrutiny Committee, Crisis Care Concordat, and Quality Surveillance Group.

Qualifications:

- Bachelor's degree in a relevant field; advanced degree desirable.
- Proven experience in research management and stakeholder engagement, preferably in the healthcare or social services sector.

- Strong leadership, project management, and analytical skills.
- Excellent communication and interpersonal abilities, with a track record of building and maintaining relationships.
- Proficiency in data analysis and interpretation, with the ability to translate findings into actionable insights.
- Knowledge of relevant legislation and regulations, including Data Protection/GDPR requirements.
- Ability to work collaboratively in a team environment and manage multiple priorities effectively.

Additional

- To support other members of the Healthwatch Cornwall team as appropriate.

- Promote a positive mindset and culture within the team.

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

Join our team and make a difference in shaping the future of health and social care services in Cornwall. If you're passionate about research, engagement, and driving positive change, we want to hear from you!

PERSON SPECIFICATION – Research and Engagement Manager

	Essential	Desirable
Qualifications:	Bachelor's degree in a relevant field (research)	Advanced degree desirable.
Experience / Knowledge:	2+ years of experience working in a similar role	
	Proven experience in research management and stakeholder engagement, preferably in the healthcare or social services sector.	
	Strong leadership, project management, and analytical skills.	
	Proficiency in data analysis and interpretation, with the ability to translate findings into actionable insights.	
	Knowledge of relevant legislation and regulations, including Data Protection/GDPR requirements.	
	Excellent communication and interpersonal abilities, with a track record of building and maintaining relationships.	
	Ability to work collaboratively in a team environment and manage multiple priorities effectively.	
Skills:	Proficiency in various research methodologies, both quantitative and qualitative, including but not limited to surveys, focus groups, interviews, case studies, and document analysis.	

	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.	
	Capability to present complex data in accessible formats such as infographics, presentations, and reports.	
	Strong organisational skills to manage multiple research projects simultaneously, ensuring timely delivery and alignment with organisational objectives.	
	Ability to provide support and guidance to stakeholders in understanding research findings and implications.	
	Ability to adapt research techniques to changing circumstances and challenges.	
Personal Attributes:	Embraces a growth mindset and contributes to fostering a positive growth culture within the team and organisation.	

	Critical thinker; to evaluate research findings, identify key issues, and develop insightful recommendations.	
	Interpersonal skills; to collaborate with stakeholders and colleagues in developing the annual research workplan and report.	
	Creative thinker; to devise innovative research methodologies and approaches.	
	Working effectively as part of a team, valuing diverse viewpoints, and contributing to collective goals. Collaboration involves compromise, adaptability, and respect for others' contributions.	
	Ethical and responsible conduct, with a commitment to upholding confidentiality and safeguarding principles in all communications and marketing activities.	
	Commitment to continuous learning and professional development, with a willingness to stay updated on industry trends and best practices.	