

Communications Officer Job Profile



<p>Who We Are And Why We Need You</p>	<p>We need you to join our energetic team to work with us to</p> <ul style="list-style-type: none"> • Improve health, independence and well-being, through promotion of good engagement for people with health and care services • Develop links to communities and to professional and voluntary stakeholders • Deliver good services economically, being aware of value for money • Increase our sustainability. <p>Healthwatch Cambridgeshire and Peterborough is the local statutory Healthwatch provider. We are the independent champion for people who use health and social care services in Cambridgeshire and Peterborough.</p> <p>Our job is to make sure that those who run local health and care services understand and act on what really matters to people. We listen to what people like about services and what could be improved. We share what people tell us with those with the power to make change happen. We encourage services to involve people in decisions that affect them. We also help people find the information they need about services in their area.</p> <p>We are a new organisation, having recently merged the Healthwatch organisations in both areas. We have plans to develop our activities to better meet the needs of the communities we serve.</p> <p>We are looking for passionate and committed individuals to work with us to provide high quality Healthwatch services to the people of Peterborough and Cambridgeshire.</p> <p>You will be responsible for the delivery of high quality communications for Healthwatch Cambridgeshire and Peterborough, accountable to the Communications Manager.</p>
<p>What We Need You To Do For Us</p>	<ul style="list-style-type: none"> • Work with colleagues to plan and deliver core and project communications activities for Healthwatch in Cambridgeshire and Peterborough in line with agreed strategic objectives. • Ensure a consistency of style and tone in delivering the key messages of our Healthwatch, using Healthwatch branding in line with the licence requirements of Healthwatch England. • Assist in maintaining web content and executing social media strategies. • Draft and edit communications copy (e.g. press releases, e-news and hard copy publications, social media posts.) • Advise colleagues regarding branding and content of reports and other written materials. • Update databases and media lists, track projects and media exposure.

	<ul style="list-style-type: none"> • Attend meetings as requested, representing the voice of local people through the remit of Healthwatch Cambridgeshire and Peterborough.
<p>This Job Is Ideal If You Are Motivated To</p>	<ul style="list-style-type: none"> • Use your expertise and knowledge of communications and communities to support the development of the organisation and help to improve health outcomes for local people. • Enjoy methodical, structured work • Make a difference and see the impact of your work on other people's lives • Work closely with colleagues to provide a seamless professional service • Deal with constantly changing priorities.
<p>Experience And Skills We Need You To Have</p>	<p>You will have</p> <ul style="list-style-type: none"> • An excellent understanding of the remit of Healthwatch and importance of patient involvement mechanisms. • An excellent understanding of how health and social care services are commissioned and delivered. • An awareness of key local issues in health and social care • A good understanding of the principles underpinning effective communications • An understanding of media relations and digital media strategies • A proven track record of producing a range of high quality communications materials and copy • An innovative, creative, proactive, analytical and solution-oriented approach • A commitment to high quality standards • Proven ability to establish effective working relationships at all levels internally and externally • Demonstrable ability to meet deadlines and work calmly under pressure • Proven ability to think on feet and show shrewd judgement promptly and positively in difficult situations <p>Ideally, though not essential, you will also be able to demonstrate</p> <ul style="list-style-type: none"> • Evidence of continuing education and/or personal development <p>You will also need to demonstrate</p> <ul style="list-style-type: none"> • Good organisational and planning skills, the ability to prioritise in the face of competing demands, and proven success in delivering work personally (and through others) to tight deadlines • Excellent communication skills, both oral and written, and the ability to engage and build relationships with a range of stakeholders • Computer literacy enabling the effective use of the Microsoft suite of packages, use of social media, and familiarity with design software (e.g. Photoshop, InDesign) • Energy and drive with a focus on delivery • Excellent team collaboration skills, supported by practical experience • Good interpersonal skills which enable you to work effectively as part of a team • The ability to attend meeting throughout the Cambridgeshire and Peterborough area.

	<ul style="list-style-type: none"> • An ability and willingness to undertake work outside of normal office hours to meet the needs of the business <p>You will need to be</p> <ul style="list-style-type: none"> • Approachable • Trustworthy and confidential • Passionate and committed • Empathic, calm and patient • Respectful • Reliable • Professional • Committed to excellence in customer service • Committed to equality, diversity and inclusion
<p>Who You Will Be Reporting To And Working With</p>	<p>Join our enthusiastic and committed team - You will work closely with Sandie Smith, our CEO. You will be managed by our Communications Manager.</p> <p>Working within a small organisation you have to be adaptable and flexible and happy to roll your sleeves up.</p>
<p>How We Will Reward You</p>	<p>1. Salary Salary of circa £20,000 per annum.</p> <p>2. Working Hours & Location Full time at 37 hours per week, Monday to Friday. Start and finish time of work to be agreed with your Manager. Some working outside usual office hours will be required.</p> <p>The normal places of work will either be the offices of Healthwatch Cambridgeshire & Peterborough at The Maple Centre, 6 Oak Drive, Huntingdon or the Peterborough office. Home working can be discussed.</p> <p>During working more than 6 hours/day, the post holder will take a 30-minute unpaid lunch break.</p> <p>3. Annual Leave, exclusive of bank holidays Pro-rata, based on a full-time equivalent of 28 days per annum. Three of these days are to be taken between the Christmas / New Year period.</p> <p>4. Pension Healthwatch Cambridgeshire and Peterborough offer a defined contribution, Flexible Retirement Plan with TPT, formerly The Pensions Trust.</p> <p>Healthwatch pays 8% of salary from first day of employment, staff can make voluntary contributions.</p> <p>For more information visit http://www.tpt.org.uk/</p> <p>5. Sickness Healthwatch Cambridgeshire and Peterborough operates an occupational sick pay (OSP) scheme as follows: -</p>

	<p>Within the first three months of employment Healthwatch Cambridgeshire and Peterborough will pay as normal for the first working week's absence, then revert to statutory sick pay (SSP)</p> <p>During the first two years of service (but after three months) one month's full net pay then 2 months' half pay, then reverting to SSP</p> <p>After two years' service, two months' full net pay and 4 months' half pay, then reverting to SSP.</p>
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