



Information for applicants

Job title: Engagement Officer

Department: Healthwatch Lancashire

Reporting to: Engagement Manager

Hours: 30 hours per week

Contract: Part-time, fixed term until 31st March 2027.

Salary: £24,570.00 (full time equivalent)

Holiday Entitlement: 20 days (FTE) plus bank holidays and Christmas closure, and length of service increments.

Location: Lancashire – out-and-about, with some office and home working. (This is not a remote position.)

Benefits: 6% pension employer contribution, values-based organisation, flexibility or working hours, extra day off for your birthday.

Who we're looking for

We are looking for a new part-time engagement officer in Lancashire. A current driving licence and your own transport is **essential** for this role. You will need to have business use insurance too.

What's the job like?

Healthwatch Lancashire is an independent champion of the views of patients and people who use health and social care across Lancashire. Our goal is to make services better and improve health and wellbeing.

As a Healthwatch Lancashire Engagement Officer, you will work closely with the rest of the team to ensure patient and public feedback is gathered across Lancashire, including:

Our main activities include:

- Gathering information from patients and the public on the quality of health and social care services in Lancashire, highlighting local issues raised.

- Promoting involvement of people in the provision and scrutiny of local health and care services to deliver better and more joined-up services.
- Connecting with community groups and the voluntary sector, NHS partners and local authority.
- Carrying out Enter and View visits at a wide range of health and social care settings.
- Providing free information and signposting support to help people know about health and social care services, and understand the choices available.

It's exciting and varied, and the chance to make a difference. Find out more about us here: [Healthwatch Lancashire - People First](#)

Your assigned area of work is expected to be across Lancashire and to support other engagement officers as required, as well as occasional travel to our head office in Carlisle.

This is a fixed term contract until 31st March 2027, although there is the possibility of extension.

Our values

Healthwatch is part of People First Independent Advocacy, an independent customer-led charitable organisation that has worked in Lancashire and Cumbria for 35 years.

People First provides a wide range of support and information services across Lancashire, Cumbria and Teesside, all aimed at helping people to live informed, respected, healthy and fulfilled lives. Our head office is based in Carlisle, supported by offices in Preston, Barrow, Stockton-on-Tees, and County Durham. Find out more at: <https://wearepeoplefirst.co.uk/about-us>

The person

For this role, we are looking for:

A current driving licence and your own transport is **essential** for this role. You will need to have business use insurance too.

A resident of Lancashire. Proof of residence will be required.

Someone who shares our values. <https://wearepeoplefirst.co.uk/about-us>

Someone who is resilient, confident and proactive when it comes to your own work, as well as being able to think creatively about how to tackle a challenge.

Qualifications

- Educated to at least A-level, your skills, knowledge, experience and values are more important than exam certificates.

Skills, knowledge and experience

- An awareness and interest in the challenges of community engagement and involvement with reference to health and wellbeing.
- An interest in or understanding of health and social care service provision.
- Self-starter, with the ability to work on your own initiative, as well as effectively as part of a team.
- Great written and spoken communication skills.
- Ability to communicate effectively with people and maintain positive relationships.
- Excellent time management skills.
- Able to work simultaneously on several tasks or projects at different stages of completion.
- Creative problem-solver.
- Able to maintain confidentiality and work in a sensitive manner.
- Familiarity with social media platforms and posting content for maximum impact.
- Good IT literacy, particularly Word and Excel, and a willingness to learn other programs e.g. PowerPoint and Canva.
- Meticulous admin skills to write-up and log your activities.
- Contributing to action plans and project plans.

Duties will include:

- Undertake activities to gather feedback and personal experiences from individuals and groups relevant to different projects. These include, but are not limited to, attending engagement events, gathering personal stories and case studies, carrying out surveys.
- Support patient engagement groups, providing information and gather insight into the health and social care needs of individuals and communities in Lancashire.

- Carry out Enter and View visits
- Build relationships with local communities and organisations
- Support your team to creatively capture people's experiences and opinions.
- Write reports on projects, events and Enter and View visits.
- Undertake in-depth case studies.
- Ensure all feedback is gathered with sensitivity upholding the values of Healthwatch.
- Ensure all evidence and activities are recorded in a timely manner.
- You will be expected to develop constructive relationships with representatives from a wide range of communities, the voluntary sector and health and social care providers, so networking and building local knowledge will be essential.
- We make use of online meetings, social media and our website to support engagement. We will provide training and an interest and willingness to learn are desirable for this position.

Other duties

- Be flexible and adaptable in a changing program of new projects and activities.
- Work at pace and take responsibility for prioritising your own workload in line with that of the team and organisation.
- Take a positive approach towards your own professional development, undertaking any training and development activities as required.
- Promote Healthwatch Lancashire across all communities and stakeholders.
- Maintaining the good reputation of Healthwatch Lancashire at all times.
- Work flexibly to accommodate travel to events, or occasional evening and weekend work.
- Comply with the organisation's policies and procedures.

The duties outlined above are not intended to be exhaustive and may change as the needs of the organisation alter in line with current agendas.

Driving – is a car essential for this role?

A current driving licence and access to own transport is essential for this role. This post is 'out and about' most days, and requires you to have the appropriate business-use insurance in place. Use of your car is required to

carry out day-to-day tasks such as (but not limited to): travel to engagement events and meetings; running business errands during the day; travel between different People First business sites; occasionally transporting colleagues, volunteers or members to engagement events etc.

Mileage and expenses are paid while travelling on work business but not to and from your designated place of work.

To apply

If you're interested in the role and think you'd be a good fit, we'd like to hear from you.

To apply for this position, please email a copy of your CV, Cover letter and details of two references to recruitment@wearepeoplefirst.co.uk

Alternatively, you can post these for the attention of Barry to: People First Conference Centre, Milbourne Street, Carlisle, CA2 5XB.

All applications should be clearly marked: **Confidential – Lancashire Engagement Officer.**

Applications should arrive **no later than 5pm on Thursday 19th March.**

Interviews will take place week commencing **23rd March** and will be held **in-person** at our Leyland office.

Due to the nature of the role it is essential that applicants have knowledge of the local area. Ideally they would live within Lancashire. Please note that this role cannot be carried out remotely.