

JOB DESCRIPTION

Title:	Communications, Engagement and Projects Officer
Reporting to:	CEO – Healthwatch Sutton
Salary:	£30,000 - £33000 per annum (pro-rata for 3 days a week)
Hours:	Part Time 21 Hours per week (flexibility and some working from home by agreement)
Contract Type:	Fixed Term - 6 months (with provision to extend) Please note: The government has announced the closure of Healthwatch which will require parliamentary legislation.

Purpose of post

- Create and maintain all communications content and materials, including websites, social media and document design.
- Organise and carry out Healthwatch Sutton community engagement/ outreach activities.
- To undertake administrative activities to support the operation of the organisation, including statutory and regulatory requirements.
- Plan and deliver engagements projects.

Responsibilities:

Document and Content Creation

1. Create visually appealing and accessible documents for the Healthwatch team including our annual report and project reports.
2. Support the analysis of data and production of charts, infographics and other visual representation.
3. Design and publish marketing materials.
4. Research and source information.
5. Develop engaging social media and web content (Vlogs, blogs, podcasts, videos) to increase public interaction with Healthwatch Sutton.

Social Media & Communications

1. Manage all social media.
2. Update and maintain the Healthwatch Sutton website.
3. Produce and disseminate regular e-bulletins and printed newsletters.
4. Manage communications with the Healthwatch Sutton Board, volunteers, membership and other key stakeholders.

5. Up-to-date knowledge of new social media and other engagement platforms and ability to adapt to fast-changing online world.
6. Ability to tailor content and make it accessible to different groups/communities.

Administration/ Organisational Support

1. Manage email inbox, web-forms, telephone contacts, mail and other communications.
2. Manage files, folders and databases (electronic and paper).
3. Ensure that Healthwatch Sutton fulfills its statutory and regulatory requirements as a limited company, charity and Healthwatch organization.

Engagement.

1. Organise and manage a wide range of engagement events from concept to delivery.
2. Manage outreach activities that promote the work, services and membership of Healthwatch Sutton and capture local people's views.
3. Creative/innovative approach to enabling people to engage.

Project Management

1. With the support of the Healthwatch CEO, identify projects and collaborative activities that fulfil the statutory functions of Healthwatch Sutton.
2. Develop project plans.
3. Manage, co-ordinate and carry out the actions needed to deliver projects successfully and problem-solve when issues arise.
4. Analyse engagement data and produce reports.

Representation and Reporting

1. To represent Healthwatch Sutton at meetings and events.
2. To act as the secretariat for the Healthwatch Sutton Board meetings and other meetings hosted by Healthwatch Sutton (including planning, producing minutes and managing papers).

General

1. Be an active member of the Healthwatch Sutton/ Community Action Staff Team and attend all relevant meetings.
2. Have a good understanding of equality, diversity and inclusion and ensure that these are put into practice.
3. Carry out any other duties as/when required.
4. Keep up to date with advances in technology and societal engagement and adapt the organisation to these changes.
5. Work some unsocial hours for which time off in-lieu is given.
6. Work with Healthwatch Sutton volunteers to deliver these workstreams

PERSON SPECIFICATION

ABILITIES, EXPERIENCE AND KNOWLEDGE

1. Excellent communication skills to deal with a wide range of people - in person, on the phone and in writing.
2. Designing and publishing visually appealing and engaging materials.
3. Setting up and using a range of social media and online platforms.
4. Setting up, using and maintaining a wide range of communication systems e.g. mailing lists, online surveys, databases, e-bulletins, newsletters.
5. Maintaining and developing websites.
6. A broad range of administrative skills including the ability to arrange meetings and events; prepare correspondence, agendas and reports; and take minutes/notes.
7. Strong IT skills including the main Microsoft packages (InDesign or similar also beneficial).
8. Innovative approach to using online media platforms to foster engagement with local people.
9. Managing successful projects.
10. Understanding and experience of carrying out public engagement using a variety of methodologies.
11. Understanding of health and social care (NHS and local authority).
12. Strong awareness of voluntary sector requirements and good practice.
13. GDPR and Data Protection in general.
14. Working as part of a team.
15. Prioritising and managing a busy workload.
16. Autonomously solving problems.
17. Understanding equality, diversity and inclusion and applying this knowledge to daily interactions.
18. Effectively representing an organisation.

Unfortunately, we cannot accept CVs for this position.

To apply, please complete the application form and return to info@healthwatchsutton.org.uk by midnight Sunday 20 September 2026. Any queries, please contact Pete Flavell at pete@healthwatchsutton.org.uk or call on 07726 543440

Interviews are expected to be held on Tuesday 6 and Wednesday 7 October.

You can find out more about our organisation at www.healthwatchsutton.org.uk