



# **Information, Policy and Research Officer Application Pack**

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Information, Policy and Research Officer</b>
<b>Salary:</b>	£27,030 FTE, pro-rata £16,218 (+ 3% pension contribution)
<b>Working hours:</b>	Part-time, 3 days per week
<b>Contract length:</b>	Fixed Term, to 31 March 2022
<b>Reports to:</b>	Research and Engagement Manager
<b>Organisation:</b>	Public Voice CIC
<b>Based:</b>	London Borough of Haringey



## Recruitment Information

**Information, Policy and Research Officer £27,030 FTE (+3% pension contribution) fixed term contract 31<sup>st</sup> March 2022**

### Background

Public Voice a community interest company which delivers a number of projects in Haringey and other London boroughs. One of our contracts is to deliver the statutory Healthwatch service in Haringey. We are also part of a consortium delivering Information, Advice and Guidance and we also deliver a large contract to provide 'community navigation' services to over 50s in Haringey, combining signposting, brief support following a significant life event and building strong mutually supportive communities or 'circles'.

Our mission is to "improve services through user engagement" and this is a theme underpinning all our projects and programmes. This post will be part of our engagement team which, as our mission suggests, plays a key role in all our work. Our engagement takes a number of forms including outreach into the community, surveys and facilitating meetings and events where service users are empowered to have a voice. The focus of this post will be delivering research projects through community outreach and engagement for Healthwatch but with scope to be involved in other Public Voice projects.

More information about us is available at:

[www.publicvoice.london](http://www.publicvoice.london)

[www.healthwatchharingey.org.uk](http://www.healthwatchharingey.org.uk)

## Application and selection

To apply, you are asked to provide:

- A copy of your CV.
- A personal statement of no more than two sides of A4 detailing why you are applying and how you meet the person specification criteria – all applications will be reviewed against the person specification criteria so it is important to address these in your personal statement.
- A completed monitoring form.

You are also asked to supply contact details for two referees, one of whom should be a current or recent employer or someone who has known you in a professional capacity.

Applications should be submitted via email to [info@publicvoice.london](mailto:info@publicvoice.london)

The deadline for all applications is 12pm midday on **Monday 4th October 2021**.

If shortlisted, you will be invited to an interview, where there will also be a short practical test relating to the job role.

If you require the application pack in an alternative format or for any other enquiries, please call the office on 020 3196 1900.

## **Job Profile**

### **Job summary**

The Information, Policy and Research Officer will support and report to the Research and Engagement Manager. They will:

- deliver research projects – this includes planning the project, designing the methodology, undertaking quantitative and qualitative analysis, and reporting findings through presentations and reports;
- undertake policy reviews and provide advice on survey / research and evaluation methodology / techniques to the Director, the Research and Engagement Manager and other members of the Public Voice team;
- work with Public Voice teams to capture issues and concerns relating to access to services, the delivery of services and policy gaps, and use this information to identify common themes which relate to service delivery and policy in health and social care; and
- lead on providing information, signposting residents to other health and social care services and agencies, by phone and over email.

### **Main duties**

1. Plan, undertake, deliver and report on research projects for Public Voice and Healthwatch Haringey in the fields of health and social care
2. Use a variety of research techniques, including interviews (face to face, phone and online), focus groups, surveys, case studies, literature reviews
3. Use quantitative and qualitative analysis in research projects
4. Present and report findings and recommendations, both orally through presentations and in writing through reports
5. Work with Public Voice teams to identify themes relating to service failure and policy gaps
6. Take a leading role on signposting residents to other health and social care services and agencies, by phone and over email
7. Build excellent working relationships with statutory and other key agencies through representing Public Voice and Healthwatch Haringey at meetings
8. Contribute to bids for new work
9. Undertake any other reasonable duties as required

### **Values and behaviours**

- Warmth, empathy and respect for others
- Promote equality and value diversity
- Agile, adaptable and flexible
- Able to think and work independently

<b>Information, Policy and Research Officer: Person specification</b>			
<b>Qualifications</b>	E	D	Assessment
Degree in subject with a social research content	*		A
Qualification with a health and social care content		*	A
<b>Experience</b>			
Social research projects	*		A/I
Evaluation of outputs and outcomes	*		A/I
Working in a diverse urban environment	*		A/I
Participatory practice and community engagement		*	A/I
Consumer / service user representation		*	A/I
<b>Knowledge</b>			
Understanding of qualitative research methods	*		A/I
Understanding of quantitative research methods / statistics	*		A/I
Knowledge of health and social care policies and issues		*	A/I
Understanding of Health inequalities		*	A/I
Participatory and engagement techniques		*	A/I
Ability to interpret data, analyse consequences, and present solutions	*		A/I
Ability to understand the significance of cultural differences in research	*		A/I
<b>Skills</b>			
Effective programme and project management	*		I
Able to work independently and as a team member	*		I
Excellent communication skills, (verbal and written), including speaking in public and report writing	*		A/I
Excellent organisational and time management skills	*		I
IT skills - Intermediate Microsoft Office, including Word, Outlook, Excel, Powerpoint, Teams and Zoom	*		A/I
Database skills – Understanding the value of databases for managing information and recording outputs and outcomes	*		A/I
<b>Other</b>			
Ongoing learning and development, adaptable to new projects and environments	*		I
Able / willing to work some evenings and occasional weekends	*		I

