

Projects & Engagement Officer

Thank you for your interest in working at Healthwatch Sheffield. We are a small team who are working for positive change in health and care services; we are working towards our vision of Sheffield as a city where everyone has an equal chance of a healthy life.

Have a look at our most recent [annual report](#) and our [strategy](#) to see more about the work that we do.

Healthwatch Sheffield is hosted by Voluntary Action Sheffield (VAS); you will find more information about VAS as an employer further down this document.

Job title	Projects & Engagement Officer
Responsible to	Head of Healthwatch Sheffield
Grade / Salary	Grade 3 - £30,074 pa
Hours	35 / week
Contract	Fixed term until 31 March 2027
Place of work	Mainly office based with some visits to different communities around Sheffield. There will be the option to agree some home working hours after the first 3 months.

JOB DESCRIPTION

Job purpose

We are looking for a Projects and Engagement Officer to help us to involve people and communities in shaping and improving local health and social care services, and work with a variety of stakeholders to effectively monitor and demonstrate the impact of our work.

Our Projects and Engagement Officer will support the daily operational functions of our work and participate in the design and delivery of involvement activities – from planning how to gather people's views

through to analysing data and writing reports. The right candidate will be confident in approaching and communicating with the public, and people working in health and care service at all levels in a variety of ways, including in person, on the phone, on Microsoft Teams and by email.

Job description

The Healthwatch team is a small team of staff and volunteers – we support each other and work closely together. To be effective in your role, you will be required to work from our office for the first 3 months, with the option of working from home 1 day per week after that.

The Projects Officer role involves:

- Providing administrative support, typing up feedback, helping maintain our database, setting up spreadsheets and taking detailed and accurate meeting notes.
- Supporting the implementation of our small grants scheme, liaising with grant holders, administering grant agreements and supporting community organisations to deliver good quality projects and adhere to deadlines.
- Leading on the design and delivery of Healthwatch Sheffield communications, including website updates, social media, newsletters, and press.
- Planning and organising events, including diary coordination, setting up Eventbrite, webpages and managing bookings.
- Identifying places that we can visit to ask people about their views and experiences of care and support, then approaching providers by phone and email to offer a visit.
- Planning and carrying out activities which enable people to have a say about health and social care services in Sheffield, including focus groups, surveys, semi-structured interviews and other more creative approaches.
- Supporting volunteers to carry out administrative tasks and community outreach activities.

- Working with our Information and Advice Officer to ensure that people have access to trusted information about care and support, and making complaints.
- Analysing, theming, and writing up the insights we gather, sharing them through accessible briefings and reports.
- Sharing anonymised feedback, insight summaries and reports with health and care providers and commissioners.
- Supporting the design and delivery of project follow-up work; liaising with the public, providers and commissioners to identify the impact of our work, and sharing the findings through accessible reports and communications.
- Contributing to Healthwatch Sheffield impact and activity monitoring and evaluation.
- Representing Healthwatch Sheffield at health and social care system meetings; sharing insights from people and communities, and championing inclusive patient and public involvement.

OTHER DUTIES

- To be an ambassador for and positively promote Healthwatch Sheffield and Voluntary Action Sheffield (VAS) at events and meetings.
- Cover other team members' duties during absences.
- To participate in any relevant training and development opportunities.
- To act in a professional manner in accordance with all Healthwatch Sheffield and VAS policies, procedures and Code of Conduct.
- Other duties as may be required from time to time within the general scope of the post.

This role may occasionally involve working outside normal office hours including evenings and weekends for which time off in lieu will be given.

This is not a final and complete statement of the duties attached to this post which may be amended from time to time in accordance with the changing needs of Healthwatch Sheffield and Voluntary Action Sheffield.

The job description forms part of the contract of employment.

This is a fixed-term maternity cover position until 31st March 2027, or until the substantive postholder returns from maternity leave if this is earlier.

Person specification

We particularly welcome applications from people who identify into the following groups: people from a global majority background, refugees, LGBTQ+, Roma and Traveller communities, disabled people, people with experience of long term health conditions and people with caring responsibilities.

Your experience may have been developed during formal education, in the workplace or in a voluntary or community capacity.

	Essential	Desirable
Experience	• Working with and alongside a range of people and communities • Planning, organising and supporting the delivery of events • Inputting data, maintaining databases to a high standard, and accurate note taking • Using Microsoft Office applications, including PowerPoint, Excel and Word • Analysing data, including theming qualitative data and summarising the findings • Presenting findings and writing reports in accessible straightforward ways that meet the needs of the audience	• Working alongside volunteers and supporting them in their roles • Uploading content to websites • Supporting the delivery of small grants schemes

	• Designing and delivering written and visual communications • Networking and building partnerships with organisations, in person, over the phone, by video call and email • Planning and delivering projects to involve people in having a say on issues that are important to them • Gathering data through surveys, or interviews • Facilitating conversations – supporting groups of people to discuss and explore issues together • Planning, monitoring and reporting on impact	
Skills and ability	• Excellent verbal and written communication skills • Strong facilitation skills • Ability to summarise information in written form • Good organisational and planning skills • Ability to work closely with colleagues within a small team • Ability to work flexibly but stay on track when delivering work plans • Good interpersonal skills and the ability to speak	• Social media and website skills • Ability to speak an additional language, that is spoken by communities in Sheffield, e.g., Arabic, Urdu, Chinese, Slovak or Polish

	confidently with people from different backgrounds • Ability to multitask, and simultaneously manage a variety of different tasks with competing deadlines	
Knowledge & understanding	• Basic knowledge of project management • Good understanding of impact planning, monitoring and reporting • Knowing how to run events and involvement activities which are accessible and inclusive • A working knowledge of patient and public involvement • Basic understanding of health inequalities and barriers experienced by particular groups when trying to access and use care and support	• Understanding of voluntary and community sector in Sheffield • Knowledge of health or social care services in Sheffield • Basic awareness of safeguarding processes • Basic understanding of GDPR
Personal Attributes	• Commitment to community empowerment and inclusion • Non-judgemental and empathetic • Resilient, with a strong work ethic • Proactive, with a can-do attitude • Flexible and willing to work on occasional weekends/evenings • Can travel within Sheffield	

Qualifications	• No formal qualifications required	
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The contract for delivering Healthwatch Sheffield is held by Voluntary Action Sheffield (VAS) and all Healthwatch team members are employees of VAS.

VAS Benefits at a Glance

Pension Contributions

We offer 6% employer pension contribution and the flexibility to pay more or fewer employee contributions. You can boost your pension by paying more contributions, which you would get tax relief on.

Annual Leave

VAS offers 28 days annual leave plus bank holidays (pro rata for part time posts). We provide an additional day of leave for each year of service for the first five years. We allow up to 5 days to be carried over into the next leave year (pro rata for part time posts).

Other Leave

We have a number of other leave options to help you manage your work and home commitments. These include the opportunity to buy back an additional week leave, unpaid leave/career breaks and unpaid leave for personal and professional development.

Agile Working

Our full working week is 35 hours. We offer flexible working wherever possible, depending on the role. Our city-centre base, The Circle, offers modern, accessible office space.

EASE (Employee Assistance Programme)

EASE offers our staff access to friendly, qualified counsellors and advisors 24 hours a day, 365 days a year, to offer free and confidential support including emotional, financial and legal guidance.

Cycle To Work Scheme

Our cycle to work scheme enables you to save money on bikes and cycling kit; it's a salary sacrifice scheme so you pay monthly before tax and national insurance, saving you over 25%.

Learning and Development

We are committed to supporting your development through training and ongoing Continuous Professional Development (CPD), aligned with the needs of the role and available resources.

Employer Supported Volunteering

We support employees to develop new skills while giving back to their communities through our Employer Supported Volunteering scheme, offering up to five paid volunteering days each year (pro rata), subject to manager approval.

Thank you for your interest in working at VAS.

Voluntary Action Sheffield is made up of people who care about making a difference and want to leverage their understanding, experience and any position or privilege to support others. We're a values led organisation dedicated to delivering our purpose of ***supporting people, communities and the Voluntary, Community, Faith and Social Enterprise sector (VCFSE) to lead positive change*** – change that really matters to local people and will help them get the best results now and in the future.

Our staff, volunteers and trustees bring a wealth of skills, knowledge and experience to their work, alongside a continual willingness to learn.

This is a time of development at VAS, as we continue to move towards greater distributed power and responsibility, where we encourage our team in any grade or role to be a leader in facilitating positive change which helps us recognise **our vision:**

People in Sheffield have the opportunity to live healthy, fulfilling lives, reach their potential, and thrive equally.

We are ambitious and optimistic – we love Sheffield and want it to be a great and welcoming city. While there is much to celebrate, we recognise that support and services do not work for all people within our communities. We recognise that inequalities maintain poverty and injustice, and we work to address not just the symptoms but the systems which continue inequalities. We work for positive change led by communities, change that really matters to local people.

Our Priorities

We achieve our purpose of ***supporting people, communities and the VCFSE sector to lead positive change*** by delivering the following priorities:

1. **Building, hosting and nurturing strong, inclusive and effective partnerships to develop positive social change**
2. **Supporting leadership and capacity in communities and the voluntary sector**
3. **Creating volunteering and other opportunities for people who are most marginalised**
4. **Supporting access and empowerment in the next generation of leaders**
5. **Being a good employer and a well-run organisation, which cares for our people and resources**

We work in partnership with people, alongside the VCFSE sector and by bringing along our partners. We are committed to inclusion, equality and social justice and take a zero-tolerance approach to racism and other forms of discrimination.

Our Values guide our work. We believe in:

- **Equity and social justice**
- **Trust and mutual respect**
- **Partnership**
- **The power within people, communities, and the VCFSE sector**

Our Behaviours

We understand that how we work is as important as what we work on, VAS **ACTS** for social change:

We are **Ambitious**

We make **Connections**

We do it **Together**

We build **Strength**

VAS is a [Disability Confident](#) employer

