**JOB DESCRIPTION**

Role : Research and Engagement Manager

Responsible to : Chief Executive Officer

Hours : 35 hours

Location : Hybrid- (Truro office/home working/community)

Salary : **£36,656-£39,285 FTE (Grade 4)**

Contract : Fixed Term to 31 May 2029 (subject to external contract)

**Background**

Healthwatch Cornwall is one of 152 Healthwatch formed in response to the Health and Social Care Act 2012. Healthwatch England provides representation at national level and Healthwatch Cornwall is funded by the Department of Health via Cornwall Council.

Our vision is to inspire positive change in Cornwall’s health and social care through effective public engagement and we exist to ensure people and communities have a strong voice to influence and challenge how health and social care services are provided within their area.

Healthwatch Cornwall is a Community Interest Company (CIC), and we act as a ‘critical friend’ to the commissioners and providers of health and social care services to enable progressive and beneficial decisions to be made.

**Job Purpose**

A core element of Healthwatch Cornwall’s work is the collection, analysis, and subsequent reporting on data relating to people's experiences of publicly funded health and social care services.

The Research and Engagement Manager is ultimately responsible for collating this data and research, producing four issue reports and six review reports per year. This role is essential in overseeing this crucial function, ensuring its effective delivery with a dedicated team of staff, administrative support, and the potential for additional assistance through interns and/or volunteers as required.

In addition to managing research activities, the Research and Engagement Manager collaborates in the creation of simple impact measures for the organisation, ensuring that our efforts are aligned with our mission to improve health and social care services in Cornwall.

**Responsibilities:**

We are seeking a proactive and versatile individual to fill the role of Research and Engagement Manager at Healthwatch Cornwall. In this position, you will play a pivotal role in shaping our research agenda, engaging with stakeholders, and driving impactful initiatives to improve health and social care services in Cornwall.

**Research Leadership:**

* Collaborate with stakeholders and colleagues to develop the annual research programme.
* Lead and oversee the delivery of the annual research Workplan, ensuring alignment with organisational objectives.
* Utilise creative and appropriate methodologies to design, manage and complete research projects and reports, employing both quantitative and qualitative methods.
* Apply various research techniques, including document analysis, surveys, focus groups, interviews, and case studies, to gather relevant information.
* Produce research-based reports and provide support to CEO and stakeholders in understanding key points.
* Analyse and evaluate research findings, interpreting data to identify key issues and develop actionable recommendations.
* Present research data in formats suitable for different audiences, including reports and infographics.

**Engagement Strategy:**

* Collaborate with CEO and team to plan and prioritise an engagement plan, to gain insight into themes identified through community-based activities.
* Support coordinators and project officers in developing engagement activities based on service user feedback and intelligence.
* Identify simple interventions that Healthwatch Cornwall can implement to impact service improvement.
* Work in partnership with the Contracts and Performance Manager to liaise with the Marketing and Communications Officer regarding information requests, research promotion, and evidence collection from web and social media.

**Information Management:**

* Prepare database reports for submission at relevant external and internal meetings.
* Attend meetings to present data and research findings, challenging where necessary in line with Healthwatch Cornwall's functions.
* Report quality and safety issues, safeguarding concerns, or urgent matters promptly to the Chief Executive for action.
* Liaise with relevant organisations to ensure effective data collection about complaints or services.
* Maintain up-to-date knowledge of Data Protection legislation to ensure Healthwatch Cornwall's compliance.

**Management:**

* Reporting Structure:

Reports directly to the CEO.

* Team Management:

Line manages the Core Activities Coordinator and the Research & Engagement Team.

Provides guidance and support to ensure effective alignment with organizational objectives.

* Performance Management:

Sets performance expectations for team members.

Facilitates professional development opportunities to enhance team capabilities.

* Collaborative Leadership:

Works collaboratively as part of the senior management team.

Instills professionalism, equality, and value in all team members.

Promotes a positive and inclusive organisational culture.

**Reporting:**

* Analyse the Healthwatch Cornwall database to produce representation reports for commissioners, providers, stakeholders, and the Executive Board, informing them of current trends.
* Provide regular performance reports to the CEO.
* Produce reports from the Healthwatch Cornwall database for multidisciplinary boards such as the Health and Wellbeing Board, Joint Strategic Needs Assessment, Overview and Scrutiny Committee, and Quality Surveillance Group.

**Qualifications:**

* Bachelor's degree or equivalent, in a relevant field; advanced degree desirable but not essential
* Proven experience in research management and stakeholder engagement, preferably in the healthcare or social services sector.
* Strong leadership, project management, and analytical skills.
* Excellent communication and interpersonal abilities, with a track record of building and maintaining relationships.
* Proficiency in data analysis and interpretation, with the ability to translate findings into actionable insights.
* Knowledge of relevant legislation and regulations, including Data Protection/GDPR requirements.
* Ability to work collaboratively in a team environment and manage multiple priorities effectively.

**Additional**

To support other members of the Healthwatch Cornwall team as appropriate.

Promote a positive mindset and culture within the team.

This job description outlines your main tasks and responsibilities, but you may be required to undertake further duties when necessary.

Join our team and make a difference in shaping the future of health and social care services in Cornwall. If you're passionate about research, engagement, and driving positive change, we want to hear from you!

**PERSON SPECIFICATION - Research and Engagement Manager**

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|  | | **Essential** | **Desirable** |
| **Qualifications:** | | Bachelor's degree, or equivalent, in a relevant field (research) | advanced degree desirable but not essential |
| **Experience / Knowledge:** | | 2+ years of experience working in a similar role |  |
| Proven experience in research management and stakeholder engagement | preferably in the healthcare or social services sector but not essential |
| Strong leadership, project management, and analytical skills. |  |
| Proficiency in data analysis and interpretation, with the ability to translate findings into actionable insights. |  |
| Knowledge of relevant legislation and regulations, including Data Protection/GDPR requirements. |  |
| Excellent communication and interpersonal abilities, with a track record of building and maintaining relationships. |  |
| Ability to work collaboratively in a team environment and manage multiple priorities effectively. |  |
| **Skills:** | | Proficiency in various research methodologies, both quantitative and qualitative, including but not limited to surveys, focus groups, interviews, case studies, and document analysis. |  |
| Ability to design research reports from inception to completion, selecting appropriate methodologies based on research objectives. |  |
| Strong analytical skills to interpret research findings and data effectively. |  |
| Competence in data analysis tools and techniques to identify patterns, trends, and insights. |  |
| Capacity to draw actionable recommendations from research findings. |  |
|  | | Ability to produce research-based briefings and reports tailored to different stakeholders and audiences. |  |
| Capability to present complex data in accessible formats such as infographics, presentations, and reports. |  |
| Strong organisational skills to manage multiple research projects simultaneously, ensuring timely delivery and alignment with organisational objectives. |  |
| Ability to provide support and guidance to stakeholders in understanding research findings and implications. |  |
| Ability to adapt research techniques to changing circumstances and challenges. |  |
|  | **Personal Attributes:** | Embraces a growth mindset and contributes to fostering a positive growth culture within the team and organisation. |  |
|  | Critical thinker; to evaluate research findings, identify key issues, and develop insightful recommendations. |  |
|  | Interpersonal skills; to collaborate with stakeholders and colleagues in developing the annual research workplan and report. |  |
|  | Creative thinker; to devise innovative research methodologies and approaches. |  |
|  | Working effectively as part of a team, valuing diverse viewpoints, and contributing to collective goals. Collaboration involves compromise, adaptability, and respect for others' contributions. |  |
|  | Ethical and responsible conduct, with a commitment to upholding confidentiality and safeguarding principles in all communications and marketing activities. |  |
|  | Commitment to continuous learning and professional development, with a willingness to stay updated on industry trends and best practices. |  |