



Job Description & Person Specification

Job Description

Job title:	Healthwatch Wolverhampton Information and Signposting Officer
Reports to:	Healthwatch Wolverhampton Manager
Salary:	£24,480 FTE (£9,792 pro rata)
Hours:	15 hours per week, Tuesday to Thursday
Location:	Work from home and occasional travel within the community of Wolverhampton
Contract:	Fixed Term (Maternity Cover) from April 2026 – January 2027
Annual leave:	25 days pa (pro rata) and public holidays
Pension:	Contributory pension scheme (employer contribution 7% & employee contribution 5%)
DBS:	The successful candidate will need to undergo a Disclosure and Barring check

About us

Evolving Communities is a Community Interest Company that helps local people and organisations shape the way health and social care services are run in their communities. Evolving Communities provides bespoke consultancy services – specialising in evaluation and public engagement as well as supporting the work of independent health and social care champions Healthwatch Dorset, Healthwatch Wolverhampton and providing the hosting and support arrangements to Maternity and Neonatal Voice Partnerships across Cornwall and the Isles of Scilly, Devon, Dorset, Gloucestershire and Somerset.

[Healthwatch Wolverhampton](#) is delivered by a community interest company called [Evolving Communities](#) which specialises in delivering high quality local Healthwatch. Healthwatch Wolverhampton needs to be representative of its diverse communities and provide intelligence, including evidence from people's views and experiences, to influence the policy, planning, commissioning and delivery of health and social care in the county and beyond. We provide information to help people access and make choices about services and signpost people to help them access independent complaints advocacy.

About the role

This is a great opportunity to be part of a dynamic team who work to be the voice of the people who use health and care services. The full responsibilities are listed below, but in this fixed term role your focus will mainly be:

- To be the first point of contact for the service – taking enquiries, listening to feedback and signposting
- To keep the database up to date and using the database to create reports
- To post regularly on social media and coordinate/update other communication channels
- To help coordinate meetings and events
- To support the Enter & View programme

Full guidance and training will be provided to support you.

You will work closely with the Evolving Communities Marketing and Communication Team to ensure branded communications produced locally in Wolverhampton are compliant with the Healthwatch brand guidelines.

The successful candidate will need to be a well organised people-person with a good telephone manner and excellent interpersonal skills. They should be able to work within a busy team and be able to organise work by priority. A reliable worker, with a calm and confident manner is sought.

Team working and line management

You will work as part of a small team which is supported centrally by Evolving Communities. You will be line managed by the Healthwatch Wolverhampton Manager.

Main duties and responsibilities

- Act as the first point of contact for enquiries by telephone as well as manage enquiries via the website, email or post including recording information accurately and responding appropriately, providing signposting information where required. Send out information as requested to external bodies, service users, and partner organisations.
- Database entry and reporting
- Provide administrative support for Healthwatch events such as focus groups or community events.
- Alongside the Evolving Communities Comms team, develop and maintain the Healthwatch Wolverhampton website. Post news and events, create regular social media posts, provide support in the production of a range of reports.
- Monitor levels of Healthwatch Wolverhampton literature and promotional items and ensure regular maintenance of stock levels.
- Maintain and develop mailing lists and monitor Healthwatch Wolverhampton media coverage recording activity, regularly reporting it to the Evolving Communities Comms team.

- Ensure data filing and recording systems, both electronic and paper based, are maintained effectively and comply with the Evolving Communities Data Protection Policy.
- Coordinate meetings and diaries for staff where required.
- Prepare for meetings, printing and photocopying materials as required, preparing agendas and writing minutes.
- Provide general admin support to Healthwatch Wolverhampton.
- Support the effective running of the service including ordering consumables, dealing with correspondence (including emails to the enquiries@ address).
- Inputting data into the Healthwatch Wolverhampton database, maintain mailing lists and contact records.
- Support the Enter and View programme by coordinating meetings for volunteers, organising volunteer training events and taking part in Enter and View visits after appropriate training.

Standard responsibilities for all staff

- To be an ambassador for Healthwatch Wolverhampton and Evolving Communities, promoting, embodying and upholding our values with all stakeholders.
- Promote and raise awareness of Healthwatch Wolverhampton and Evolving Communities and keep up-to-date with health and social care developments.
- Work closely with the Healthwatch Wolverhampton Manager and all other members of staff to share good practice and learning.
- Undertake any reasonable tasks, responsibilities and activities as requested by the Healthwatch Wolverhampton Manager in order to ensure the smooth running of the organisation.
- Act at all times within the rules, policies and procedures of Evolving Communities.
- Ensure that all activities are carried out with due regard to the diversity within the Wolverhampton area and within an Equal Opportunities Framework.

Person Specification

Criteria	Essential	Desirable
Education	<ul style="list-style-type: none"> • Good standard of general education 	
Experience	<ul style="list-style-type: none"> • Experience of dealing professionally with customers on the phone and in person • Substantial and confident administration experience • Experience of organising and supporting events • Experience of using and maintaining databases 	<ul style="list-style-type: none"> • Experience of data collection and analysis • Experience of producing leaflets and communications materials
Knowledge	<ul style="list-style-type: none"> • General awareness of the work of the Healthwatch service • An understanding of diversity and equal opportunity issues as they relate to accessing and using information and health and social care services • Understanding of data protection requirements 	<ul style="list-style-type: none"> • Understanding of current health and social care issues • Knowledge of local health and social care organisations
Skills	<ul style="list-style-type: none"> • Experience of using simple website content management software and social media • Full computer literacy (including Microsoft Office) • Proven organisational skills • Excellent customer service skills • Good communication skills, written and verbal • Use of Microsoft Publisher 	<ul style="list-style-type: none"> • Experience of a data management system
Personal attributes	<ul style="list-style-type: none"> • Enthusiastic and committed to work • Proven ability to work on own initiative, and meet deadlines • Ability to work as part of a team • Willingness to take on different tasks as the role develops to meet the needs of the organisation 	
Availability	<ul style="list-style-type: none"> • Willingness to undertake some travel within the county on a very occasional basis • Occasional flexible working maybe required 	