



**ALL HULL CVS & MNH EMPLOYEES ARE EXPECTED TO:**

- Lead by example, present a positive ‘can-do’ attitude and take personal responsibility for your own actions.
- Work within the performance framework of the charity and live the values of Hull CVS & MNH, contributing to a culture of high performance, continuous improvement and an ethos of driving positive change.
- Represent and promote the Group positively and effectively in all dealings with internal colleagues and external partners.
- Comply with all policies, procedures, and codes of conduct, and commitment to Equity, Diversity & Inclusion.

**Person Specification – Healthwatch Project Officer**

Requirement	Essential	Desirable
Skills & Abilities	<ul style="list-style-type: none"> <li>• Proven high level organisational skills with the ability to plan ahead and coordinate a number of demands.</li> <li>• Capable of prioritising and planning their own workload, including planning and delivering engagement activity.</li> <li>• IT literate and numerate.</li> <li>• Excellent interpersonal skills and the ability to engage with people from a wide range of backgrounds.</li> <li>• Ability to work on tasks independently, as well as part of a team.</li> <li>• Positive approach with a focus on delivering excellent customer service.</li> <li>• Ability to analyse patient feedback and plan projects based on this.</li> <li>• Ability to write reports</li> <li>• Strong eye for detail.</li> </ul>	<ul style="list-style-type: none"> <li>• Designing marketing material to promote training, events and meetings.</li> <li>• Ability to assess basic data.</li> </ul>

Experience	<ul style="list-style-type: none"> <li>• Experience of working in a public facing role.</li> <li>• Experience of working with a range of people from various backgrounds.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working within a health or social care setting.</li> <li>• Experience of using social media to promote services.</li> <li>• Experience of organising events.</li> <li>• Experience of using CMS platforms.</li> <li>• Experience of working with volunteers.</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Good working knowledge of MS Office Packages including Excel.</li> <li>• Understanding of the role and responsibilities of Healthwatch.</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of the challenges faced by the wider health and social care system.</li> <li>• Understanding of health inequalities.</li> </ul>
Qualifications	<ul style="list-style-type: none"> <li>• GCSE A-C in English and Maths (or equivalent).</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant Health and Social care qualification at level 3 or above.</li> </ul>
Personal Qualities	<ul style="list-style-type: none"> <li>• Self-motivated</li> <li>• Passion for ensuring people, especially the most vulnerable have their voices heard.</li> <li>• Willingness to undertake training and proactively seek to increase self-knowledge.</li> <li>• Commitment to team working.</li> <li>• Commitment to continuous personal development.</li> </ul>	
Other	<ul style="list-style-type: none"> <li>• Willingness and ability to travel around the East Riding.</li> <li>• Flexibility to work outside normal hours occasionally and to work at other sites.</li> <li>• Understanding of need to maintain confidentiality.</li> <li>• Be flexible and adaptive to the demands of the role.</li> </ul>	