

## **Healthwatch Research Support and Community Events Co-ordinator**

**Salary:** £26,325 pa pro rata

**Reporting to:** Healthwatch Service Manager

**Location:** Wellingborough Office / Hybrid working encouraged (Working across North Northamptonshire)

**Hours:** 30 hours per week

Fixed Term Contract until 31<sup>st</sup> March 2027

**Equipment:** Laptop and mobile phone provided

---

### **Background**

Support Northamptonshire is a community wellbeing charitable social enterprise committed to ensuring local voices shape the future of health and social care. Through our delivery of Healthwatch services, we engage with residents across North Northamptonshire to understand their experiences, identify gaps in service, and influence positive change within the health and care system.

### **Job Purpose**

The **Healthwatch Research Support and Community Events Co-ordinator** will provide vital coordination support to the Healthwatch Service Manager and the Engagement/Research team. This role is central to the smooth delivery of a busy schedule of community events and research projects.

You will be the "glue" that holds our engagement activities together—managing events, supporting research projects, supporting our volunteers, and ensuring that the insights we gather from the public are transformed into professional, accessible, and high-impact reports for system partners and the community.

---

## KEY RESPONSIBILITIES

### Engagement Coordination and Event Management

- Provide a comprehensive plan and support the management of Healthwatch events across North Northamptonshire.
- Manage event logistics, including booking venues and coordinating equipment.
- Design promotional event posters and lead on physical distribution of posters and leaflets at venues.

### Research Support & Accessible Communications

- Deliver research projects where appropriate and undertake literature reviews for different projects to learn from best practice.
- Type and design high-quality reports in line with Healthwatch branding.
- **"Translate into Plain English"**: Simplify complex system partner presentations and technical documents to make them understandable for a lay audiences, as well as those with additional needs.
- Create accessible documents in **Easi-Read** and Word formats for Board members, advisory groups, and service users.
- Manage the printing and production of all promotional and research materials.
- Manage and update social media platforms to promote activities

### Volunteer Management

- Recruit, train and support volunteers.
- Manage volunteer availability and maintain the Volunteer Management System to ensure engagement activities are well-staffed.
- Encourage volunteers for specific key tasks and train for specific events.

### Team Contribution and Business Support

- Prepare and process monthly expense reports for Business Support.
- Provide administrative support for system-level meetings, including professional minute-taking and agenda preparation.
- Act as a friendly and approachable first point of contact for the Healthwatch team.

- Adhere to all Support Northamptonshire policies, including Safeguarding and GDPR.
- Work collaboratively with the wider team to enhance the visibility of Healthwatch.

Any other responsibilities

- Healthwatch NN is developing new ways of working and there are opportunities to develop new areas of work.
- Be available to respond to key priorities and needs as required.

<b>Qualifications and Experience</b>	<b>Essential (E) or Desirable (D)</b>	<b>Method of Assessment A – Application I – Interview</b>
Proven experience of coordinating events and research projects	E	A/I
Experience in working with people and communities especially diverse communities	E	A/I
Experience in recruiting, training and supporting volunteers	E	A/I
Experience of professional/charity promotion	E	A/I
Experience of working with multiagency partners.	D	A/I
<b>Skills, Abilities, and Knowledge</b>		
Knowledge of importance of research and engaging communities	E	A/I
Ability to engage people and communities in research projects and community events.	E	A/I

<b>Qualifications and Experience</b>	<b>Essential (E) or Desirable (D)</b>	<b>Method of Assessment A – Application I – Interview</b>
Advanced skills in Microsoft Office (Word, Excel, PowerPoint) Ability to design visually appealing posters and reports (e.g., via Canva or Publisher)	E	A/I
Confidence in learning and managing IT systems and databases	D	A/I
Knowledge of Easi-Read formatting and accessibility standards	D	A/I
<b>Personal Qualities</b>		
A friendly, approachable, and professional attitude	E	A/I
Highly organised with a "can-do" approach to a busy workload	E	A/I
Commitment to equality, diversity, and the voice of the community	E	A/I
<b>Other Requirements</b>		
Able to work flexibly and travel across North Northamptonshire	E	A/I
Ability to work occasional evenings or weekends for community events	E	A/I



To apply for the role please send your CV and a covering letter detailing how you meet the essential and desirable criteria to Healthwatch Service Manager [claire.neilson@healthwatchnn.org.uk](mailto:claire.neilson@healthwatchnn.org.uk) by **5pm Friday 5<sup>th</sup> June 2026**