

## Community Insight and Intelligence Officer

Healthwatch Warrington

12-month fixed-term contract | Part-time (24 hours)

Salary: £15,862.70 (£24,455 FTE)

Location: Warrington (home-based with local travel)

Do you believe everyone's voice should shape the health and social care services they rely on?

Are you passionate about engaging communities, amplifying unheard voices, and creating positive change?

If so, this is your opportunity to make a real difference.

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### About the Role

As a **Community Insight and Intelligence Officer**, you'll be at the heart of Healthwatch Warrington's mission, ensuring people across our diverse communities can speak up about their experiences with local health and social care services.

You'll gather insight directly from residents, build strong partnerships across community groups, and translate people's stories into powerful intelligence that shapes future services.

This is an exciting, people-focused role where no two days are the same, perfect for someone energetic, organised, and passionate about community engagement.

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### What You'll Do

- Lead creative community outreach activities, drop-ins, events, focus groups, interviews, workshops and more.
- Build and maintain strong, trusted relationships with community organisations, voluntary groups, and partner agencies.
- Gather feedback from a wide range of people, especially marginalised or under-represented groups.
- Turn real-life stories into meaningful reports and insight for decision-makers.

- Increase awareness of Healthwatch locally through events, social media and networking.
  - Promote volunteering opportunities and help grow our volunteer base.
  - Provide clear signposting information to help residents access the services they need.
  - Keep accurate records through our CRM system, helping identify trends and emerging issues.
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## **Who We're Looking For**

Someone who is:

- A confident communicator with excellent listening skills.
- Comfortable meeting and engaging people from all backgrounds.
- Well-organised, self-motivated and able to manage a varied workload.
- Experienced in community engagement, outreach or partnership working (paid or voluntary).
- Skilled with social media and Microsoft 365.
- Able to work flexibly, including occasional evenings/weekends.
- A car driver with access to a vehicle (essential for this role).

Experience of working with volunteers, multiple languages, or knowledge of the Warrington community is a bonus.

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## **What We Offer**

- Competitive salary plus annual increase
- 5% employer pension contribution
- Employee Assistance Programme
- Flexible working scheme
- Mileage paid at 45p per mile
- Generous holiday entitlement:

- 24 days rising to 27 days after 3 years, and 30 after 5 years (plus bank holidays)

You'll also join a supportive, values-driven team committed to equality, diversity, and safeguarding.

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## **Why Join Us?**

This is your chance to amplify community voices, influence local decision-makers, and drive improvements that genuinely change lives across Warrington.

You'll meet incredible people, build meaningful connections, and play a key role in creating healthier, fairer services for everyone.

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## **How to Apply**

Ready to make an impact?

Apply now and help shape the future of health and social care in Warrington.

<https://forms.office.com/e/uCKbL3DP9X?origin=lprLink>