

Recruitment Pack

Engagement Officer

January 2026

An introduction to Healthwatch Salford

Healthwatch Salford is the health and social care champion for Salford. If you use GPs and hospitals, dentists, pharmacies, care homes or other support services, we want to hear about the public's experiences.

As an independent statutory body, we have the power to make sure NHS leaders and other decision-makers listen to feedback and improve standards of care.

We need people like you to ensure the people of Salford have their say and get the information and advice they need to make informed choices about the services they use.

Purpose of Healthwatch Salford

Healthwatch Salford's role is to:

1. Promote and support the involvement of local people in the commissioning, provision and scrutiny of local care services.
2. Enable local people to monitor the standard of provision of local care services and how services could be improved.
3. Obtain the views of local people regarding their needs for, and experiences of, local care services and make these views known.
4. Make reports and recommendations about how local care services could be improved.
5. Provide information about local health and social care services to the public.
6. Formulate views on the standard of provision and whether and how the local care services could be improved.
7. Make recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations.
8. Provide Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.



Our vision

- A health and social care system that is accessible and equitable for everyone.

Our mission

- We will work as an independent agent of change working with everyone to ensure voices are heard in decision-making for health and social care.

Our values

- Inclusive - We start with people first. We work for everyone.
- Transparent - We are open, and honest in everything we do.
- Be collaborative - We maintain a positive, forward-looking focus and work with others to get things done.
- Accountability - We take responsibility for our actions and stand by decisions.
- Making a difference - We work to a high standard, provide a quality service, keeping it simple.

Our objectives

1. Seeking the views of people on their experience of needing or using health, public health and social care services.
2. Seeking the views of people whose voice and views are seldom heard and reduce the multiple barriers that some people face in being heard, we will then use their views to bring about improvements.
3. Acting on what we hear to bring about improvements in the health and care policy and practice.
4. Healthwatch Salford is a strong and well-governed organisation that uses its resources for the greatest impact.



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January
2027



Healthwatch Salford is a company limited by guarantee: company no 9563358.
Healthwatch Salford is a registered charity with the Charities Commission: registered charity number 1171170

Job Role

Job Title:	Engagement Officer
Duration	Fixed Term for 12 months
Hours	21 hours per week over 3 days Days of the week can be agreed at the interview
Location	Home and community-based
Responsible to	Chief Executive
Salary	£29k pa pro rata
Closing Date	All applications received by 9am Friday 23 rd January

Employee Benefits

- An additional day off for your Birthday
- Cycle to Work Scheme.
- £20 a month Refreshment Fund.
- Contributory pension scheme.
- 25 Days Annual Leave (pro rata for part-time staff) plus bank holidays. With an incremental increase after two years of employment.
- Annual well-being day.
- Team Away Days and Wellbeing Mornings.
- Employee Assistance Programme.
- Costco card (for the duration of your employment).
- Company mobile phone.
- Simply Health scheme.
- Working from home allowance.
- Flexible Working.
- Blue Light Card.

Job Description

Engagement:

- Engage with the diverse communities of Salford to capture experiences of health and social care. Ongoing relationship building with these communities will be expected.
- Proactively research engagement events to attend, ensuring best use of our resources and completing a review after attendance.
- Liaising with the Projects & Engagement Lead on attending events.
- Liaising with volunteers to agree on representation.
- Working with the team to manage marketing materials.
- Network with voluntary sector organisations to build relationships and capture feedback.
- Support with organising and attending the annual health fair.
- Ensuring all feedback captured is fed into the Intelligence Subgroup via the Operations Lead.
- Representing the organisation at meetings including presentations to showcase who we are and what we do.

Projects:

- Liaise with the Projects & Engagement Lead on which projects to undertake.
- Develop a project plan for each project, including (but not limited to): Identification of relevant stakeholders; establishing a working group; agreeing on methodology; allocating budget; agreeing on project timeframe; outcomes and impact.
- Coordinating projects from planning to completion.
- Complete a report on all projects completed, ensuring themes, recommendations and follow-up timescales are included and actioned.
- Follow up on projects (existing and new) to ensure recommendations/pledges have been actioned and the impact.

Team:

- Attending monthly team meetings.
- Organisational values.
- Be proactive with own development.
- 1:1 meetings with the Chief Executive.
- Volunteer support/liaison.
- Preparing reports for the Chief Executive and the board.

- Liaising with the Operations Lead to support with promoting awareness days, spotlight campaigns and marketing.
- Team wellbeing days.
- Team away days.

The above is not an exhaustive list of duties, but are the key ones to focus on.

Person specification

Able to communicate effectively in writing, verbally, and including presenting.
Able to work on own initiative, to plan and organise workload and work to deadlines.
Ability to work alone without direct supervision, as well as within a team.
Strong team focus.
Competent in using Microsoft Office packages to produce letters, reports, spreadsheets and maintain an online calendar.
To be able to present detailed information in a format suitable for a variety of audiences.
Able to use virtual tools such as Zoom and Microsoft Teams to organise and facilitate meetings.
Able to creatively engage people from diverse backgrounds and cultures, both individually and in groups.
Understanding of issues for marginalised and vulnerable people.
Knowledge of effective and creative methods of engagement - participation, involvement and consultation.
Knowledge of the health and social care system in Salford and Greater Manchester.
Demonstrable knowledge of Salford and its communities.
Experience of effective working with people who are marginalised or need support to participate.
Experience of planning and running projects from start to finish.
Experience of effective working with community groups and organisations.
Commitment to further learning and personal development through supervision and training.
Strong affinity with the mission and values of the organisation.
Passionate about encouraging inclusive participation by people from diverse backgrounds and communities.
Awareness of own strengths and areas for development.
A proven commitment to the implementation and ongoing development of Equality, Diversity, Equity and Inclusion.
Ability to apply coping mechanisms when faced with challenging circumstances.
Ability to respect and keep confidentiality.
Ability to travel easily around City of Salford.
Willingness to work occasional unsocial hours (such as evening and/or weekends).

healthwatch

Salford

Healthwatch Salford
Eccles Town Hall
Eccles
Salford
M30 0FN

www.healthwatchsalford.co.uk
t: 0161 960 0316
e: info@healthwatchsalford.co.uk
 @HWSalford
 Facebook.com/TellHealthwatchSalford