

Person Specification: Healthwatch Stockport Information & Engagement Officer

Criteria	Specification	Essential / Desirable	Assessment Interview / Application
Education	Educated to at least college level or higher	E	A
Skills and Experiences	Relevant Office or customer service Qualifications	D	A/I
	Experience of working in an office environment	E	A/I
	Excellent written communication, organisational and planning skills including report writing	E	A/I
	Ability to take accurate notes of meetings and write up summaries of events	E	A/I
	Ability to interpret information to identify trends and issues and present this information in reports	E	A/I
	Motivated self-starter able to manage and prioritise own workload, achieve targets and meet deadlines	E	A/I
	Excellent verbal communication and interpersonal skills including the ability to demonstrate a positive and non-judgmental approach, and manage conflict situations.	E	A/I
	Ability to work as part of a team as well as independently	E	A/I
	Ability to demonstrate excellent social skills, and presenting skills	E	A/I
	Experience of networking and negotiation skills	E	A/I
Knowledge	Competent IT skills including experience of Microsoft Office: Word, Excel, PowerPoint, Publisher, using databases etc...	E	A/I
	Knowledge of Local Healthwatch services	D	A/I
	Knowledge of delivering information and sign posting services in a community setting	D	A/I
	Working knowledge of confidentiality; equal opportunities;	E	A/I

Healthwatch Stockport: Informing, Involving, Influencing

	Knowledge of the Health and Social Care sector	E	A/I
	Knowledge of Geography of Stockport and its communities	D	A/I
Behaviours	Creative thinking and use of initiative working pro-actively	E	A/I
	Commitment to the ethos of working within the voluntary and community sector and health and social care sector	D	A/I
General	To work flexibly to meet the needs of Healthwatch Stockport, including some evening or weekend work	E	A/I
	Own car with the ability to travel within the Greater Manchester and North West area.	E	A/I

April 2019