

Job Description

Job Title:	Digital Support Officer
Reports to:	Area Manager
Hours of Work:	16 per week
Salary:	£21,164.00 pa pro rata
Contract:	Permanent
Location:	Homeworking with some meetings at Healthwatch BNSSG office
Annual leave:	25 days per annum pro rata, and pro rata public holidays

(Although set hours are agreed, these might be flexible to meet the needs of the organisation and/or the employee and may include occasional weekend or evenings).

Job Purpose

- To work at the direction of the Area Manager to ensure that digital communication functions of Healthwatch BNSSG are met.

Principal Tasks

- To reach out to people in Bristol, North Somerset, and South Gloucestershire to facilitate awareness about our purpose and outcomes to the wider community.
- Support other staff. Work with the Bristol Community Engagement Officer and Bristol Area Lead to ensure 10 of the 16 hours is allocated to work focussed on communications that helps to gain the trust of and expand our reach into Bristol communities using Facebook in particular, and Twitter and website content.
- To deliver creative and engaging social media activity for existing communities and new audiences.
- To keep up to date with local, regional, and national developments in health and social care to help facilitate public involvement opportunities, and pass on advice or information.

Communications

Ensure that digital communications link us with collaborating partners and expand our reach to local stakeholders.

Maintain and promote social media presence on all our platforms.

To coordinate with Communications Lead the use of brand across all platforms in terms of look, image, identity, and messages in line with Healthwatch England brand guidelines.

Use accessible language and images which help to promote our values of inclusivity, being non-judgemental, independence and transparency. Help to provide relevant up to date information.

Promote the three websites Share Your Views.

Provide Area Manager with regular analysis of the performance of website and social media activity.

Promote Healthwatch BNSSG achievements and activities.

Engagement

To contribute to the promotion of events and engagement activities as required, such as the Annual General Meeting and public meetings.

Support Area Leads in Bristol, North Somerset and South Glos with engagement in their communities.

Information and Signposting

Develop knowledge of health and social care (including complaints systems) to enable Healthwatch BNSSG to provide relevant information to the public.

Liaise with providers to ensure information is accurate, current, and applicable.

To maintain health and social care signposting information, primarily on the websites.

Administration

Undertake administrative duties in relation to record keeping, database and general office administration.

Other duties

Support Healthwatch BNSSG to fulfil the activities outlined in their workplans and the Quality Framework.

Work as a member of the team, to take part in supervision, appraisal, team meetings, training and other staff events as required.

Work in accordance with our policies.

There may be an occasional requirement to work outside normal working hours e.g. an evening or weekend. Equivalent time off is given in lieu of any evening or weekend work as authorised.

To undertake other tasks or participate in activities as required.

The duties outlined above are not intended to be exhaustive and may change as the needs of the organisation alter in line with current agendas.

Person Specification

Essential

1. Positive can-do attitude
2. Robust IT knowledge and skills, including website updates, & communication via social media
3. Ability to manage and prioritise a busy workload
4. Strong initiative
5. Excellent communication and interpersonal skills
6. Experience of general office practice and administrative skills
7. Database management
8. Sound record keeping
9. Experience of engagement with stakeholders verbally and in person
10. Commitment to organisations values and mission

We have introduced values into our recruitment process to ensure that we do not just recruit people for their skills and competence but also look at how applicant values connect with our organisation's set of values. We therefore score job applications against the criteria given in the person specification and your statement. Our organisational values are:

INDEPENDANCE	INTEGRITY
INCLUSIVITY	COMMITTED TO THE NOLAN PRINCIPLES (of public life)
TRANSPARENCY	NON-JUDGEMENTAL
IN COPRODUCTION	CONTINUALLY IMPROVING

Desirable skills

1. Experience of interacting with the public at meetings and events online and off.
2. Experience of using Online platforms such as Zoom and MS teams
3. An understanding of the local Health and Social Care system
4. Able to travel around the county in a timely and effective manner

Other

1. Willingness to work flexible hours.