

**Information, Advice & Data Officer, LE1**

**£23,000, Full-Time, 35 hours**

An excellent opportunity has arisen for an Information, Advice & Data Officer to join our Healthwatch Leicester and Leicestershire team. The team work to provide information, signposting and support to the public, members, potential health and social care service users and contacts and volunteer-involving groups to enable them to access Healthwatch services and capture their experiences to help build a picture of where services are doing well and where they can be improved.

Working closely with the team and diverse communities across Leicester and Leicestershire you will support the maintenance and development of Healthwatch information, resources administration systems and databases, enabling local people to access Healthwatch services, providing and signposting them to the relevant information in varied and accessible formats.

You will be active in promoting Healthwatch Leicester and Leicestershire and their role in improving the delivery of health and social care services. You will also have responsibility for recording patient and public experiences onto our database systems to provide the team with data analysis and reports. Undertaking research and analysis into experiences of local people with health and social care services will be a key feature of the role.

You will need experience in using and developing administration systems and databases to maintain and access information using paper and electronic systems. Flexible and proactive, with a keen eye for detail, you will demonstrate excellent administration and organisational skills including the ability to prioritise and multi-task to meet tight deadlines. Good data reporting, analysis, presentation and report writing skills are core to this role.

Passionate about working with people to improve services, you will need a good understanding of working with diverse communities within various areas of the City and County. You will also work to build relationships and networks with colleagues and partners within relevant sectors.

This role entails some outreach work, weekend and evening work as well as occasional Bank holiday working to cover attendance at events.

The job description, person specification and application form for this role can be found at [www.healthwatchll.com/](http://www.healthwatchll.com/)

**This role offers an opportunity to work for a sector leading diverse and ambitious organisation, with a vision for growth. The successful applicant will benefit from a competitive salary, a flexible and supportive working environment, 25 days annual leave plus bank holidays and a 6% employer pension contribution.**

**Closing date: Friday 16 June 2023**

**Interviews: Week commencing 26 June 2023**