

JOB DESCRIPTION

Job title	Intelligence Officer
Responsible to	Chief Executive / Evidence and Insight Officer
Location	Guildford
Salary	Proposed £26,000 FTE (Pro rata for part time up to 30 hours per week)

Healthwatch Surrey

Healthwatch Surrey is an independent organisation that gives people in Surrey a voice to improve and shape services, whilst also enabling them to get the most out of them through its information, advice and advocacy services.

Our mission is to improve health and social care services and outcomes for people in Surrey.

We do this by being an independent watchdog, ensuring that the voices of people in Surrey reach the decision makers in health and social care.

Main purpose of the role

To analyse the evidence and insight which Healthwatch Surrey holds to ensure maximum influence when working with stakeholders to improve health and social care services across Surrey. To ensure senior staff and volunteers are well prepared and briefed for upcoming meetings so that our insight from patients and service users has maximum impact.

Responsibilities and duties:

1. To interrogate the Healthwatch Surrey database to identify themes and trends and prepare reports on a regular basis (for Escalations Panel, SLA reviews, KPI tracking, meetings with commissioners and providers etc).
2. To interrogate the database on specific issues and do an in-depth, thematic analysis of insight to spot themes and trends, under the supervision of the Research Officer.
3. To build an understanding of sources of patient and public feedback across the NHS and social care in Surrey (e.g. complaints information, public engagement work) and help develop Healthwatch Surrey's capacity to draw on this insight and combine it with our own to gain a wider perspective.
4. To stay abreast of developments in health and social care across Surrey, with a particular emphasis on progress against the Health and Wellbeing Strategy for Surrey.
5. To read relevant Board papers in advance of meetings and prepare briefings for those attending meetings based on Healthwatch insight.

6. To work with the Executive PA to be aware of upcoming meetings for key Boards and committees and ensure pre-meetings are co-ordinated with internal staff and volunteers.
7. To prepare reports and presentations for key meetings based on Healthwatch knowledge and insight.
8. To attend meetings with stakeholders and present Healthwatch Surrey's findings.
9. To work with Evidence and Insight Officer to identify cases of particular concern from our insight, escalate these to commissioners and providers and maintain an action log to follow up on the escalations with tenacity where necessary.
10. To draw on secondary data and with Healthwatch insight to identify themes.
11. To assist the Evidence and Insight Officer to ensure that all insight captured on the database is coded accurately.
12. To assist flexibly across the team with activities which assist with hearing more and sharing more from Surrey residents.

Conditions

Carry out other such duties as may be required by the Chief Executive which are consistent with the duties and responsibilities of the post. The other conditions of service and other current procedural agreements will be enclosed with the post-holders Contract of Employment.