

Research and Engagement Officer (Healthwatch Croydon) Application Pack

Date: 3rd November 2025



Job Title:	Research and Engagement Officer (Healthwatch Croydon)
Salary:	£29,000 to £31,000 per annum, dependent on experience (+3% pension contribution)
Working hours:	Full-time, 37.5 hours per week (5 days per week)
Contract length:	Permanent
Reports to:	Healthwatch Croydon Manager
Based:	Hybrid working (regular time spent in the Croydon community)

About Public Voice

Public Voice is a Community Interest Company (CIC) with a mission to improve neighbourhoods, the lives of the people who live in them and the public services they use.

Through our work, we ensure people in the community are heard – bringing together diverse voices and including those who find themselves marginalised or are rarely reached by service providers. We take a user-centred, co-productive approach to understanding individuals' and communities' needs, and translate that into meaningful insights for service providers in government, public health, and housing. The results are better outcomes for residents and people using services, more effective and efficient services for providers, and stronger and healthier neighbourhoods.

As key part of Public Voice's Research function is the delivery of four local Healthwatch services across London. Healthwatch is the independent watchdog for local health and social care services. The Research and Engagement Officer will primarily sit within the Healthwatch Croydon team, supporting residents to share their views and gathering research and insights to effect positive change.

The role

The Research and Engagement Officer will report to, and support, the Healthwatch Croydon Manager. They will:

- Deliver research projects – including planning logistics, designing methodology and analysing quantitative and qualitative data.
- Report findings through presentations and written reports throughout the year.
- Lead on organising projects, ensuring that actions are followed up, prioritising effectively and providing relevant outputs.
- Deliver a regular programme of Croydon-based outreach and events.
- Onboard, support and manage volunteers, working with our team of volunteers to deliver research and associated activities.
- Undertake policy reviews and provide advice on research and evaluation methodology to the Research Director, Healthwatch Croydon Manager and other members of the Public Voice team.
- Work with Public Voice teams to capture issues relating to the delivery of services or gaps in policies. Use this information to identify common themes which relate to service design and health and social care policy.
- Engage effectively with seldom-heard communities.

About You

We are seeking a candidate with proven research experience, including the ability to interpret and analyse data and present solutions. You will have a keen interest in health and social care and the ability to write clear, concise policy reviews. You will also have a flair for programme and project management, and be skilled in organising tasks, logistics and administrative systems.

The successful applicant will value equality, diversity and inclusion, and will be enthusiastic about promoting these principles in their work. They will have warmth, empathy and respect for others, alongside the ability to effectively engage seldom-heard communities.

Job Summary

Main duties:

1. Plan, undertake, deliver and report on research projects for Public Voice in the fields of health and social care, primarily related to Croydon.
2. Develop and maintain workflow systems, keeping track of and effectively prioritising a variety of tasks and projects, and providing relevant outputs.

3. Use a variety of research techniques, including interviews (face to face, phone and online), focus groups, surveys, case studies and literature reviews.
4. Lead a regular programme of Croydon-based outreach and events, engaging communities in the borough, gathering feedback on any healthcare challenges residents may face and identify emerging patterns and trends.
5. Onboard, support and manage volunteers.
6. Employ quantitative and qualitative methods to analyse research data.
7. Present and report on findings and recommendations, both through verbal presentations and written reports. Ensure that outputs are clear, accurate and evidence-based.
8. Work with Public Voice teams to identify themes relating to gaps in policies and services.
9. Build excellent working relationships with statutory partners and other key agencies, including by representing Public Voice and Healthwatch Croydon effectively at meetings.
10. Write monitoring and evaluation reports for funders, and contribute to bids for new work.
11. Undertake any other reasonable duties as required.

Values and behaviours

- Warmth, empathy and respect for others
- Adaptability, flexibility and an agile working style
- Ability to think and work independently
- Promotion of equality, diversity and inclusion

How to apply

For more information please download the application pack. To apply, please email a copy of your CV and a personal statement of no more than two sides of A4 detailing your suitability for the role to info@publicvoice.london. Deadline for applications is **5pm on Friday 28th November 2025**. Shortlisted candidates will be invited for interview.

If you require the application pack in an alternative format or for any other enquiries, please call the office on 020 3196 1900.

Equality, diversity and inclusion

Public Voice is an equal opportunities employer and an anti-discrimination, pro-diversity and inclusion organisation.

We aim to go beyond the narrow scope of legislative compliance and follow best practice, making equality, fairness and diversity a fundamental part of all our activities.

We want to make sure that everyone is treated fairly and with dignity and respect by challenging discrimination and removing barriers. We recognise the benefits of different values, abilities, and perspectives, and celebrating people's differences. This means promoting an environment that welcomes and values diverse backgrounds, thinking, skills and experience.

We positively welcome applications from candidates from Black, Asian and Minority Ethnic groups and also welcome applications from disabled candidates.

We celebrate the diversity within our staff team who are representative of the diversity in our local communities and continually strive to provide equal access to all.

Person specification		
Qualifications	Essential	Desirable
Degree in a subject which involves social research, or demonstrable equivalent skills and experience	•	
Qualification in a health and/or social care-related subject		•
Experience		
Delivery of social research projects	•	
Organising workflows, logistics and administrative systems – co-ordinating tasks and providing outputs within defined timescales	•	
Running events and outreach activities	•	
Working in a diverse urban environment		•
Participatory practice and community engagement		•

Consumer, resident or patient representation		•
Producing monitoring and evaluation reports for funders	•	
Supporting and managing volunteers		•
Knowledge		
Understanding of qualitative research methods	•	
Understanding of quantitative research methods / statistics	•	
Knowledge of health and social care policies and issues	•	
Understanding of health inequalities		•
Participation and engagement techniques, research ethics	•	
Ability to analyse data, identify findings and present solutions	•	
Ability to understand the significance of cultural differences in research	•	
Understanding of Data Protection/GDPR	•	
Skills		
Effective programme and project management	•	
Able to work independently and as a team member, including with volunteers	•	
Excellent communication skills (verbal and written), including speaking/presenting in public and writing reports for a variety of audiences	•	
Excellent organisational and time management skills	•	
IT skills - Microsoft Office, including Word, Outlook, Excel, Powerpoint, Teams and Zoom	•	
Database skills – managing information and recording outputs and outcomes	•	
Other		
Ongoing learning and development, ability to adapt to new projects and environments	•	
Able / willing to work some evenings and occasional weekends	•	

Working knowledge of another language		•
Experience of engaging with seldom-heard communities in an urban environment		•
Use of Survey Monkey, Google Forms etc.		•
Able to effectively and creatively present data	•	
Understanding of and commitment to the aims and values of Public Voice	•	
A current enhanced DBS check required	•	