**JOB ADVERTISEMENT**

**HEALTHWATCH WALSALL**

**JOB TITLE:** Community Insight & Intelligence Officer

**WORKING PATTERN**: Full-time 37 hours per week flexible including some evenings and weekend work.

**TERM:** Fixed term 12-month contract. Immediate start an advantage.

**SALARY:** £24,150 per annum.

**LOCATION:** Flexible working, home based with frequent travel throughout Walsall

**Want to make a real difference for your community?**

**Want to contribute to an exciting opportunity to support the NHS and social care services**

**deliver improved services?**

**Do you feel that people often have the answers to the problems their communities face?**

**If yes to any of these then this is the role for you.**

The role of Community Insight & Intelligence Officer entails meeting people from all demographics in the Borough of Walsall. Often going to where people are naturally around in their day-to-day lives and starting conversations to find out about people’s experiences of health and social care and organising a programme of activities to deliver just that.

We are looking for an enthusiastic, experienced and self-motivated individual to join and work closely with the small Healthwatch Walsall Team. Working flexibly from home with the need to travel extensively throughout Walsall.

The role will entail supporting effective community and stakeholder outreach and engagement within all groups and communities who experience health inequalities that rarely have their voices heard. A strong local presence will be required to ensure Healthwatch Walsall secures involvement and participation from all groups within all communities to ensure that the views of all service users are fully represented.

You will also be working with external organisations and partners, so will need excellent communication and time management skills. You will be using a variety of social media platforms so experience in this area is required as this allows us to share relevant and timely news and information to the public, along with guidance and regular “callouts” for information and service user experiences to all communities.

Ideally, the successful candidate will have language skills in order that we can ensure effective communication.

If you are interested in joining our friendly team, please visit our “Work with Us” webpage and download the:

* Job Description
* Person Specification

You will need to be flexible, adaptive and motivated to look at ways we can ensure that all members of the community are able to share their experiences on health and social care issues in respect of the quality, experience and outcomes of treatment and care.

You will need to apply through Indeed <https://uk.indeed.com/viewjob?jk=dc848e40d86c8a22&from=shareddesktop_copy> and also complete an application form using this link <https://forms.office.com/e/uCKbL3DP9X?origin=lprLink>

To arrange an informal discussion about the role, please contact Aileen Farrer, Manager, Healthwatch Walsall [aileen.farrer@healthwatchwalsall.co.uk](mailto:aileen.farrer@healthwatchwalsall.co.uk)

No agency phone calls and/or telephone or email enquiries.

ECS is an equal opportunities employer and welcome applications from any individual regardless of ethnic origin, gender, disability, religious belief, sexual orientation or age. All applications will be considered on merit.

**Closing date for receipt of applications:** **Sunday 14 September 2025 at midnight**

**Shortlisting Monday 15 September**

**Interviews: Afternoon of Wednesday 17 September 2025**