

Person Specification

Post: Healthwatch Derbyshire Communication Officer
Office Base: Milford, Derbyshire.

Job Criteria	Essential	Desirable
QUALIFICATIONS	<p>GCSE in English and Mathematics or equivalent qualification</p> <p>NVQ Level 3 in relevant discipline or equivalent qualification or experience.</p>	
EMPLOYMENT HISTORY	Evidence of previous or current employment in a similar role	
JOB/TECHNICAL KNOWLEDGE SKILLS	<p>Good knowledge of the health and social care system</p> <p>Experience of managing and making full use of a variety of media to communicate effectively</p> <p>Experience of building and managing relationships with local journalists and TV</p> <p>Experience of maintain a PR presence and able to present sometimes complex, sensitive or contentious information to member of the public</p> <p>Experience of collating content and writing effective and frequent newsletters/bulletins and ensuring appropriate and timely distribution</p> <p>Experience of the management of website content</p>	

	<p>Experience of managing and maintaining bespoke computer software programmes</p> <p>Management and maintenance of mailings lists</p> <p>Ability to pull together data and present reports</p> <p>Experience of identifying opportunities to produce effective, all-inclusive communication and ensuring wide inclusive circulation</p> <p>Ability to adapt communication techniques to ensure messaging is consistent and inclusive</p> <p>Ability to establish and maintain relationships with external stakeholders for the purpose of information exchange</p> <p>Experience of developing effective communication tools to assist colleagues in the promotion of Healthwatch activity</p> <p>Confidence in developing working relationships in order to support effective communication</p> <p>Excellent IT skills</p>	
<p>ADMINISTRATION AND ORGANISATION SKILLS</p>	<p>Excellent written and verbal communication skills</p> <p>Well organised, including the ability to work under pressure and effectively prioritise</p> <p>Ability to work with others and find ways of solving or pre-empting problems</p> <p>Ability to work independently and also as part of a team supporting colleagues</p>	

<p>CHARACTER, STYLE, PHYSICAL ISSUES, ATTITUDE</p>	<p>Be non-judgemental and show consideration, sensitivity and respect to all, irrespective of background, culture, age, gender or presenting issues</p> <p>Use own initiative and be highly self-motivated to work on own initiative and organise own workload with minimal supervision working to tight deadlines and often challenging timescales</p> <p>Be open minded, and objective</p> <p>Ability to work as part of a team</p> <p>Be approachable and caring</p>	
<p>OTHER REQUIREMENTS</p>	<p>Ability to work flexibly, including some evenings and weekends as required</p> <p>Full UK Driving Licence and use of a car</p> <p>Willingness to access training opportunities.</p>	