

Title: **Research Engagement Officer (employed or contractor)**

Location: Local to and willing to travel across Hertfordshire (own transport for flexibility). Travel costs are reimbursed via claims process, otherwise working from home – laptop provided.

If you are interested in working as a contractor or freelancer on specific projects only, between February and August, please indicate this in your application. A day rate can be calculated pro rata and expenses will be paid.

Contract & hours:

- Contract Type: Fixed-term for an initial 6-month period starting as soon as possible, with potential extension based on project needs and performance.
- Commitment: Approximately 10–12 days per month, subject to project requirements.
- Scheduling: Specific two days per week to be agreed in advance for planning purposes; remaining days are flexible and negotiable.

Remuneration:

£32,243.19 per annum, pro rata

JOB DESCRIPTION

To undertake a range of community engagement research projects primarily involving focus groups and interviews with members of the public on health and social care issues. This will bring community voice insight together to help us make recommendations for changes to projects, plans, budgets, strategies and objectives of health and social care organisations in Hertfordshire. See more about our [impact](#) and projects in our latest [Annual Report](#).

Online and in person meetings with members of the public or particular communities, including in person engagement with people experiencing health inequalities or those underserved or marginalised by health and social care services.

The work will include independently project managing and delivering research engagement projects, including the transcription and analysis of data collected. The candidate is also expected to support other projects being delivered by Healthwatch Hertfordshire's Research team, as and where required. Work involves collaboration with Healthwatch staff, relevant external stakeholders, partners and the public, ensuring our reputation as a champion of user voice is maintained and amplified.

DUTIES AND RESPONSIBILITIES

1. To contribute to the design and scoping of research projects
2. To project manage and undertake administration of projects to time and high quality, raising issues and risks in a timely fashion.
3. To work with external stakeholders to enable their projects.
4. To use a variety of research methodologies and techniques including in person/online interviews, focus groups and survey tools.
5. Transcribing, synthesising and analysing the data in preparation for report writing.
6. To support the communications team in raising profile of our projects, before, during and after.
7. To support with projects across the Research team's work program in a dynamic way, responding to need and capacity.
8. To attend internal and external meetings and briefings, as required.
9. To produce high quality analytical outputs/reports suitable for a variety of different audiences.
10. To produce and deliver presentations, papers and briefings relevant to own work.
11. To support bid applications, as and when appropriate.
12. To maintain the highest standards of research governance, ethical practice and data protection.
13. To support a professional research culture, share best practice and learning.
14. To act as advocate for Healthwatch Hertfordshire, and share opportunities where we can make a difference.
15. To champion equality, diversity and inclusion in all areas of work.

Key skills or experience

- Degree level qualification or equivalent
- Demonstrable research experience, mixed methods, qualitative and quantitative, analysis and writing of reports
- Demonstratable experience working independently and to deadlines, dealing with conflicting priorities and to flag issues, conflicts or risks
- Excellent organisational, analytical, time and project management skills
- Experience working effectively in a team
- Strong communication skills (written and oral), and the ability to communicate in a variety of formats to different audiences
- Good IT, literacy and numeracy

Key attributes or abilities

- Local to and willing to travel across Hertfordshire (ideally own transport for flexibility)
- Able to work with different types of stakeholders with tact, sensitivity and respect, particularly with underserved and marginalised communities experiencing health inequalities
- Understanding of or willingness to learn about Hertfordshire's health and care system

- Can-do attitude to problem solving, showing initiative and adaptability
- Methodical approach and attention to detail

To apply email ivana.chalmers@healthwatchhertfordshire.co.uk by 30 Jan 2026

- Two references willing to testify to the skills and experience required
- Up to date relevant CV
- 2 examples of relevant work, with one page cover note providing context for how this illustrates your experience, skills, attributes or abilities needed for this role.
- Include your availability for a 45 minute interview on one of the following:
 - o 2nd of February between 3pm and 4.30pm
 - o 3rd or 4th February at 4pm
 - o 5th of February between 3pm and 4.30pm