

Research Manager (Healthwatch Hounslow) Application Pack



Job Title:	Research Manager (Healthwatch Hounslow)
Salary:	£34,000 to £36,000 (depending on experience) per annum +3% pension contribution
Working hours:	Full-time 37.5 hours per week (5 days per week)
Contract length:	Permanent
Reports to:	Research Director
Based:	Hybrid working (regular time spent in the Hounslow 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-production 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 service users, more effective and efficient services for providers, and stronger and healthier neighbourhoods.

As part of Public Voice’s work, we conduct in-depth, community-based research that explores health inequalities, their causes, and ways to improve local access and services. A key component of our research function is delivery of local Healthwatch services, which Public Voice has done since April 2013.

The role

To lead the management and delivery of the statutory functions of a local Healthwatch, which consist of:

- Obtaining the views of people about their needs and experience of local health and social care services. Local Healthwatch make these views known to those involved in the commissioning and scrutiny of care services.
- Making reports, and making recommendations about how services could or should be improved.
- Promoting and supporting the involvement of people in the monitoring, commissioning and provision of local health and social care services.
- Providing information and advice to the public about accessing health and social care services and the options available to them.
- Making the views and experiences of people known to Healthwatch England, helping it carry out its role as national champion.
- Making recommendations to national bodies, such as the Care Quality Commission, to carry out special reviews or investigations into areas of concern.

To do so, you and your team will ensure our services are managed to engage diverse user groups, including the seldom heard; identify and addressing inequalities of access, experience and outcomes from health and social care services; and influence decision making by commissioners and deliverers of these services, through research and evidence.

About You

The Research Manager at Healthwatch Hounslow will be an experienced manager of community-focused projects or programmes.

You will be comfortable with all aspects of research – from scoping, to desk research, to fieldwork, to analysis and writing reports. You will be a clear and confident communicator, whether producing concise, engaging content such as reports, or presenting/speaking in meetings or at events.

We are looking for someone who understands and has experience of creatively engaging diverse groups and communities – particularly seldom heard and underserved groups. Ideally you will be familiar with and an

advocate for the principles and practices of co-production and public involvement.

The Research Manager will enjoy engaging with a wide variety of people – from hearing residents’ views and experiences of services, to influencing senior commissioners or providers of health services to make changes and improvements.

You will have a keen interest in Health and Social Care; and a passion to ensure that local people in the community are heard, and health inequalities are addressed.

Job summary

- Oversee local Healthwatch service delivery – creating and managing a work plan, and marshalling the team and resources efficiently. Provide supervision and line management support to the local team and a network of contributing volunteers.
- Plan outreach and engagement activities throughout the year that will gather views from diverse demographics and communities, particularly those who are seldom heard. Lead and support the team in outreach and engagement activities across the borough.
- Identify and nurture good relationships with stakeholders including health and social care decision makers, political roles, voluntary and community sector leaders, and residents. Maintain connections and profile with Healthwatch England and links with fellow local Healthwatch.
- Lead on the shaping, planning and delivery of deep dive research projects addressing important local issues and priorities. Create high-quality research evidence and insights. Produce concise and engaging reports. Work with key stakeholders to translate report recommendations into actions and service improvements.
- Compile and present timely, accurate and informative reports to the commissioner, and other key stakeholders as required.
- Coordinate the meetings and decision-making of the local Healthwatch Board, working closely with the Chair.
- Liaise with Public Voice colleagues to ensure other Healthwatch functions – such as regular, informative communications, and handling of incoming enquiries – are supported and being delivered to required standards.

Main duties

1. Develop and manage a work plan for the delivery of all local Healthwatch statutory functions.
2. Line manage and supervise the local team for high performance – agreeing objectives, and ensuring access to the support, tools and training necessary to deliver.
3. Manage and deliver effective engagement and outreach activities, gathering views from diverse communities across the borough. Continually expand the local network through targeted engagement of underrepresented groups and demographics.
4. Ensure Healthwatch is represented in important stakeholder forums, influencing those commissioning and delivering services and building collaborative relations. Seek out opportunities to present our work at stakeholder events.
5. Engage local authority (e.g. Public Health, social care commissioners), Integrated Care Board, primary care, voluntary/community sector organisations and resident groups on a regular basis, to gather views and nurture partnership working.
6. Scope and deliver high-quality research projects investigating key local health and social care themes and issues. Apply robust research methods, conducting primary and secondary research to gather ample evidence and insights.
7. Oversee and personally conduct project research and analysis, as well as supervising team members to lead research projects.
8. Define the structure and oversee the creation of concise and impactful research reports. Lead on report writing where needed.
9. Ensure service providers, commissioners and other key-decision makers are identified and engaged in our research projects. Lead follow-up with key stakeholders to implement report recommendations, and record resulting outcomes and service improvements.
10. Lead the collation and presentation of monitoring reports to the commissioner, local Board and others as needed. Lead the creation of the Annual Report.

11. Coordinate local Board meetings, liaising with the Chair to set the agenda, and compile papers or other supporting content; and with the board to communicate dates, venue etc. Provide regular reporting to the local Board to an agreed format.
12. Foster a volunteer network to support local outreach/engagement and research activities.
13. Liaising with Public Voice colleagues, ensure Healthwatch communications channels (online, newsletter and social media, and print) are active, engaging and informative – highlighting the range of activities and positive outcomes delivered by the service.
14. Support Public Voice's Information & Signposting team's prompt and professional handling of related resident enquiries and requests for help. Assist with escalation of cases to key commissioners and decision-makers where needed.
15. Undertake any other reasonable duties as required.

Values and Behaviours

1. Abiding by Public Voice policies and procedures, and ensuring they are understood across your teams.
2. Support the aims of Public Voice, with a passion for achieving lasting social impact at scale.
3. Aligning to Public Voice's values of Courage, Collaboration, Integrity and Inclusion.
4. Work in a transparent and open manner.
5. Proactive and self-motivated.
6. Is a team player.

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 hello@publicvoice.uk. Deadline for applications is **9.00am on Monday 15th December 2025**. Shortlisted candidates will be invited for interview, with interviews being held week commencing 15th December 2025.

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 or equivalent in related subject.	•	
Experience		
Track record of developing and implementing successful community engagement plans.	•	
Evidence of employing effective and creative methods and approaches to engage and involve diverse groups, including seldom heard or underrepresented groups.	•	
Working with diverse communities in an urban/city setting.		•
Experience managing projects or programmes.	•	
Undertaken qualitative research projects.	•	

Management and/or supervision of other team members as the lead of a project, service or activity	•	
Knowledge		
Knowledge of public involvement and co-production theory and practice		•
Understanding the principles of effective programme and project management.	•	
Theory, methods and tools for designing and conducting research (e.g. survey questionnaires, interview plans, focus group facilitation)	•	
Knowledge of health and social care policies and issues.		•
Understanding the organisational infrastructure for delivering health and social care services.		•
Understanding of diversity and implications for engagement.	•	
Skills		
Excellent ICT skills, including O365 apps	•	
Experience using databases, CRM and Excel for data recording and reporting		•
Good verbal and written communication skills, delivering messages with clarity and confidence	•	
Good interpersonal skills, to build effective working relationships with a variety of internal and external stakeholders	•	
Organisation and time management skills	•	
Ability to work flexibly and adaptably	•	
Personal qualities		
Understanding of and commitment to the aims and values of Public Voice	•	
Promotes equality, diversity and inclusion	•	
Passion for achieving social impact at scale, addressing inequalities	•	
Empathy, a good listener	•	
Other		
DBS check required	•	
Willingness to undertake training and staff development as required	•	
Able to work occasionally out-of-hours	•	

