**PERSON SPECIFICATION**

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| **Post Title:** Insight and Intelligence Officer |
| **Essential** | **Desirable** | **Assess****by** |
| **Knowledge**  |
| * Interest in, and knowledge of health, social care and community services
* A broad understanding of the importance of information, advice and advocacy in enabling people to:
	+ get the best from health and care services they may require
	+ enjoy independence and quality of life
 | * A working knowledge and understanding of the following in Liverpool:
* information, advice and advocacy services
 | A, I & CS |
| **Experience** |
| * Demonstrate the ability to deal with highly confidential / contentious information in a discreet and appropriate manner
* Ability to turn data into insight and intelligence and using this to make a difference to how services are delivered
 |  | A, I & CS  |
| **Skills and competencies** |
| **We are looking for someone who has good organisational skills**These include: * Being able to determine priorities, manage time effectively and work to competing deadlines
* The ability to read, understand and digest large volumes of information, identifying areas of strategic importance and where Healthwatch Liverpool needs to gather and share public experiences

**We are looking for someone who has excellent communication skills**These include:* The ability to tailor verbal communication to the particular audience, including professionals from different sectors and members of the public
* Having a high standard of written English to communicate in an accessible and professional manner
* Ability to produce engaging and informed reports
* Ability to translate and interpret information and to present it in a logical way, leading to informed recommendations

**We are looking for someone with excellent analysis skills.** These include:* Being comfortable with identifying patterns and trends systematically from data collected
* Ability to identify gaps in the data we gather and use this intelligence to inform team work planning.
* Thorough understanding of the work of the organisation and how insight and intelligence can underpin and inform this.

**We are looking for someone who is competent in using IT** This includes:* Familiarity with using a variety of programmes, including Word, Excel, and Access
* Using programmes efficiently to input and analyse feedback data
* The ability to learn how to use Healthwatch Liverpool specific data and IT systems
* Ability to use the Live Well directory and other reliable sources of information online

Ability to design and implement methods and systems to turn the information we receive into useful intelligence |  | A, I & CSA, I & CS |
| **Personal Attributes** |
| * Is a good listener, able to use your listening skills to communicate effectively with colleagues and others
* Has sensitivity, insight and an understanding of the different needs and wishes of individuals
* Has the capacity to use initiative independently, whilst being able to work as part of a team
* Has a willingness to work flexibly in a wide-ranging service and to travel so that outreach and engagement work can take place at times and places appropriate to local communities
* Is able to collaboratively with a variety of team members, professionals and partner organisations.
 |  | A, I & CS |
| **Other** |
| We are looking for someone who can demonstrate an understanding of, and a commitment to, the principles of equality and inclusion that inform the work of Liverpool Advocacy Rights Information Development and Equality (LARIDAE)This involves having:1. A firm belief in the equal rights and dignity of all human beings
2. An understanding of the barriers and discrimination often experienced by members of our communities which can devalue and exclude them
 | 1. Have an appreciation of the difficulties that the public may face in accessing and using services
 | A, I & CS |

Key to assessment methods; (A) Application form (I) Interview (CS) Case Study.

References will be used to help confirm suitability for the post.