



Recruitment Pack

Believe it's possible • Strengthen others • Be true



Hello and Welcome!

Thank you for your interest in joining the Action Together family and considering being an integral part of our organisation and helping us to reach our goals for stronger communities in Oldham, Rochdale and Tameside.

We'd like to share with you some of our passion for what we do. To give you a better understanding of who we are and what we aim to achieve, we have put this pack together with the hope of inspiring you to join us.



A message from our CEO

At Action Together we believe that there are many amazing people and organisations out there who want to make good things happen and put a stop to things that shouldn't be. We see the incredible things we can achieve when we all work together and want to do all we can to strengthen and grow this in Oldham, Rochdale and Tameside. The Action Together team is full to the brim of passionate, action focussed people who want to make a difference. If you share our values and want to join a vibrant, and hard-working bunch then we hope you will join us!



Liz Windsor-Welsh





So, who are we and what do we do?

Action Together is a membership organisation and there are currently 3,000 members across Oldham, Rochdale and Tameside. These, in turn, represent and support many diverse local needs and interests.

We are a charity whose purpose is promoting social benefit for the people who live in the communities we serve. We provide lots of different practical help to support local member groups and organisations.

Our work is divided into core functions:

Leadership and Advocacy

We lead and advocate for the Voluntary, Community, Faith and Social Enterprise sector in our communities to be heard

We empower people from diverse organisations and marginalised groups to be leaders and advocate for the communities or issues that are important to them.

We represent the sector in strategic spaces and advocate for more investment, sharing of power and decision-making involving the sector.

We ensure that community insight and community voice informs local decisions and influences key decision-makers and funders.

Volunteering

We support people and groups to make more of a difference, and give their time to the things that matter most to them

We believe that volunteering is at the heart of creating, supporting and maintaining stronger communities.

We develop and champion volunteering to empower more local people to share their skills, capacity and common purpose. Our volunteers are supported and recognised for their valuable contribution to local social infrastructure.

Investment

We secure investment that supports local action, removes barriers and helps to get funding to where it's needed most

Our funding approach works on two levels: our efforts to ensure that investment is secured for the sector and reaches the community organisations and projects that need it, and our holistic investment in the strength and sustainability of our communities through capacity building.

Capacity Building

We support groups and organisations to develop, grow and make a bigger impact in their communities

We work in neighbourhoods to build deep relationships with local groups and strengthen what they do.

We provide advice, practical training and development support to community organisations of all sizes, enabling them to become resilient, successful and sustainable.

Partnerships and Collaboration

We facilitate local action groups and networks to create a valuable and effective space for collaborative working and joint action

We bring together diverse perspectives to address the impacts and root causes of poverty and inequalities in our local communities.

We work in partnership with community groups, the public sector and other local organisations to influence system change and deliver social justice.



Our values

Action Together's values underpin all of our work: including its strategy, operational plan, workforce development and recruitment. Our values should resonate with the perception and reality of working with, and for, us as an organisation and, crucially, in our Trustees' role in the governance of the company.

Our values are to:



Believe
it's
possible



Strengthen
others



Be true

Believe it's possible – vision and ideas matter. We have confidence in the power of people and communities and strive to release their potential to create the widest possible benefits whilst promoting social justice

Strengthen others – we work in ways that strengthen people, places and partnerships. We achieve this by working collaboratively, sharing skills and developing relationships between people, groups and agencies

Be true – we are brave enough to share constructive insight in order to make progress. Our unique insight comes from our connections with, and amplification of, the diverse range of voices of people and groups that we work with

Our strategy to 2028

We launched our new five-year strategy in December 2022, to take us from 2023 -2028.

The strategy covers all of our core work in Oldham, Rochdale and Tameside, with these shared strategic priorities:

1. Strengthen social infrastructure for connected communities
2. Advance our approach to social change
3. Grow and transform as a local funder

Please [click here](#) to find out more.



Benefits of working with us!

As a member of the Action Together team you will benefit from:

- Flexible working in practice (e.g., flexibility around start/finish times and the ability to balance office, home and community-based working, subject to role requirements)
- A commitment to reasonable adjustments and access support throughout recruitment and employment—please tell us what you need and we will work with you to put it in place
- An inclusive working culture with ongoing learning (including equity, anti-discrimination and cultural awareness) and support to do your best work
- Membership of SimplyHealth which pays a contribution towards the costs of visiting the dentist, opticians, and physiotherapy as well as access to counselling services
- Cycle and tech loan schemes
- 26 days holiday per year (increasing with length of service up to 30 days per year) plus bank holidays
- Pension scheme - with 6% employer contribution

Staff Testimonials



“I love the team spirit, how anyone will give up their time to help you when you need it. I have never known an employer to show as much commitment to its employees as Action Together does, my team feels more like family.”



“When I saw the opportunity that would allow me to be part of a team that makes a difference to community health and wellbeing in my borough, I couldn’t turn it down.”



“What I like about working with Action Together is the friendly team, no day is the same and most importantly being able to support, advise, signpost individuals, groups or organisations to develop and achieve their goals.”



“I’m proud to be part of an organisation that, listens to its community and works together with its residents and key stakeholders to help create an environment that will allow people to live happier, healthier, and better-connected lives.”



“I feel that my skills and experiences are valued, and I am encouraged and empowered share my ideas and to try new things. It is great to be able to get involved with new projects that have a direct and positive impact upon the local community.”

Job Description

Research Officer (Healthwatch Tameside)

<p>Salary: £34,434- £36,363 (pro rata £24,869- £26,262)</p> <p>NJC: SO1 23 - 25</p>	<p>Line Manager: Healthwatch Tameside Coordinator</p>
<p>Hours: 26 hours per week (Monday to Friday; occasional weekend / evening work may be required)</p>	<p>Period of contract: Fixed term until 31 March 2027</p>
<p>Location: Hybrid (work from home and at our office and in communities across Tameside)</p>	<p>Main stakeholders: Staff, volunteers and board members of Healthwatch Tameside; Action Together staff and Board Members; Officers and Members of Tameside MBC, Tameside NHS Integrated Care System, staff of other statutory agencies; staff of health and care providers.</p>

Purpose of the post:

To undertake a range of research and engagement functions in line with the requirements of Healthwatch Tameside.

The post holder will review and implement ongoing data collection and reporting processes used by Healthwatch Tameside. These focus on routinely collecting feedback from people who have used health and social care services.

The work will involve leading the planning, delivery and reporting of the research elements of specific Healthwatch Tameside projects and deliver high quality research reports.

The post holder will regularly monitor intelligence collated from local health and social care users in order to identify areas of best practice and improvement within the NHS and local authority.

The role will also involve working with the Signposting Service including management of some cases received by the team.

The main things you will be asked to do in this role:

- Implement and develop systems and processes for the ongoing collection of data about the quality and patient/service user experience of health and care services.
- Analyse and report on data collected about local health and care services – including comparing key messages from our data with those from other data sources (e.g. Care Quality Commission, NHS performance data, etc.).
- Identify and summarise key themes from external data sources that will help Healthwatch Tameside to identify priorities for future work.
- Undertake and project manage discrete activity streams within the overall Healthwatch Tameside work plan (e.g. Analysing and reporting on the research elements of specific projects).
- Conduct qualitative and quantitative analysis in line with a robust project plan and to design and produce appropriate high quality analytical outputs/reports suitable for a variety of different audiences.
- Develop recommendations from investigations ensuring quality, accuracy and future accountability.
- Build long-lasting, genuine relationships with seldom heard groups to ensure everyone has a fair and equal opportunity to contribute to research.
- Deliver presentations and reports to a variety of audiences including formal reports and shorter briefing notes.
- Facilitate meetings, working groups and other forums in relation to Healthwatch Tameside as appropriate.
- Work closely with other Healthwatch team members and contribute to the development of procedures, protocols and policies for Healthwatch Tameside.
- Coordinate our impact tracking system to ensure outcomes are delivered in line with the Healthwatch Tameside workplan
- In partnership with the Healthwatch Tameside coordinator, manage the development of our annual reporting.



- Liaise with a range of key partners across the statutory and voluntary sector to ensure Healthwatch Tameside has influence and is included in discussions regarding health and social care provision.
- Liaise with other local Healthwatch organisations regionally and nationally and share good practice.
- Assist in ensuring that volunteers are supported effectively, specifically in terms of their role in capturing data as part of any research activity.
- Support the Healthwatch Tameside's signposting service on a regular basis mainly through talking with clients on the phone and via email, managing cases, providing information and recording cases within a CRM system.
- Attend partnership meetings on behalf of Healthwatch Tameside, bringing our patient and public engagement data to life by using examples and case studies collected from our active volunteers

General asks of everyone that works as part of the Action Together team:

- Support us in our charitable purpose, helping us to achieve our strategic aims and using our values as outlined below to underpin all that you do.
- Behave in a professional manner and adhere to our policies and procedures including safeguarding, health and safety, data protection.
- Be inclusive and work to combat all forms of discrimination and disadvantage, ensuring that the principles of equitable opportunities and social justice are implemented in your work.
- Help us to achieve our strategic aims and priorities by contributing your skills and experience to projects and tasks when required.

Person Specification

Research Officer (Healthwatch Tameside)

The ideal candidate for this role will be someone who...

Is highly capable of conducting qualitative research, and possess an understanding of quantitative research, with a critical and analytical eye for both detail and the bigger picture.

You will be an effective communicator, with excellent written and verbal skills, and comfortable working within a small and ambitious team, as well as with volunteers.

You will have a high regard for the sensitivities of working within health and social care and be confident in using innovative but robust means of handling and presenting information in order to illuminate the lived experience of users of health and social care.

The recruitment process (application, interview, and any other activities) are your opportunity to demonstrate the following skills (able to), experience (experience of), and knowledge (knowledge of):

Essential – These are things which are necessary for you to be considered for this role:

- Knowledge and experience of qualitative methods, research design, data gathering (e.g. interviews and focus groups), analysis and reporting.
- Knowledge or experience of research governance.
- Excellent organisational, analytical, time and project management skills
- Proven experience of project management with high levels of independence
- Experience of working to and delivery against short and competing deadlines
- Experience of data input and monitoring / reporting using a CRM system
- Able to conduct analysis and produce reports
- Able to demonstrate discretion and confidentiality

- Able to communicate effectively with a wide range of people, and adapt communication to meet the needs of a variety of audiences
- Able to work within a team and to be able to work on own initiative
- Able to use Microsoft Office programmes (Excel, Word, Outlook)
- Able to travel independently when required
- Able to demonstrate a strong commitment to equality, diversity and inclusion

Desirable – These are things which we would actively be looking for in a perfect candidate. You should still apply even if you do not check every item on this list:

- Knowledge and experience of health and social care policy.
- Experience of carrying out research in the health and/or social care field
- Knowledge, experience of, or an interest in issues pertinent to social inequalities of health and care and a desire to help instigate evidence-informed policy changes.

Personal qualities – These are things which we ask for from everybody who works as part of the Action Together team:

- Be committed to our values.
- Work and collaborate effectively as part of the wider team.
- Seek opportunities to develop yourself and others.
- Be committed to social justice and equity.

SUPPORTER



Guidance notes for applicants

Read the background information and job description carefully; this will help you to decide whether you want to apply for the job and will also give you the information you need to help complete your application form.

Our shortlisting process will be based on the information that you have provided on the application form; we will not be able to score you on information which you have not provided, and we cannot make assumptions about what you might have done in relation to our requirements.

Take each of the points on the Person Specification, and set out in the relevant section of the application form how you have met this requirement in your previous work – paid or unpaid – and how this relates to the post you are applying for:

- Our scoring system for shortlisting allocates scores of 0-5 for each element of the person specification, based on how you have demonstrated your skills and experience - from 0 where the applicant has failed to meet the criteria as they have not demonstrated the suitable skills / experience required, to 5 where the applicant has fully met the criteria, demonstrating suitable skills and experience with a range of examples.
- In order to be considered for shortlisting, candidates must score a minimum of 2 for each of the essential criteria.
- We operate a guaranteed interview scheme for candidates who consider themselves to have a disability, and who meet the essential criteria. As such, any candidate who declares themselves as having a disability and who scores a minimum of 2 for each of the essential criteria will automatically be shortlisted for interview.
- Remaining candidates will be shortlisted according to ranking of scores. The score required to qualify for interview will depend on the number of roles being appointed to and how highly candidates score overall.

Applications that show how actions have resulted in outcomes will usually score more highly in shortlisting. For example, saying “I have excellent project management skills” will get a lower score than saying “I have good project management skills. An example of this is xyz project. The project exceeded our target of delivering training to 20 community groups in 6 months. My role in this was....”

When filling in the form, think about all aspects of your life experiences – not just paid work. For example, your experiences at school or college, as a volunteer, or in your



home or leisure activities could all contribute to your ability to show us that you meet items on the Person Specification:

- e.g. In running a home, you can demonstrate a range of organising skills, and budget management.
- Being active in a local club or community group may have given you opportunities to learn skills such as teamwork, and communication.



So, what happens next?

If you are still interested in joining the Action Together team, we'd love to hear from you!

Please complete the application form found [here](#), using the guidance above, and submit your completed application via email to humanresources@actiontogether.org.uk

The deadline for applications is 09:00am on Tuesday 09 June 2026

Postal applications can also be submitted and these should be sent to:

HR Team
Action Together
80 Union Street
Oldham
OL1 1DJ

If you'd like to ask us any questions about the job, please call us on 0161 3392345 and ask to speak to a member of the HR Team. Alternatively, you can email humanresources@actiontogether.org.uk with any questions.

After the closing date all applicants who have submitted a completed application form will be contacted via email to let them know if they have been successfully shortlisted or not.

If you are successfully shortlisted you will be invited to interview on Tuesday 23 June 2026 at our Tameside office.

This will be a panel interview with a task

Thank you for your interest in joining the Action Together team.