

Information for Applicants

Job title: Research and Data Officer

Contract: Full time - (37.5hrs per week)
4 days would be considered for the right candidate

Salary: £22,000 FTE

Additional Benefits:

- A pension contribution of 6%
- Annual Holiday entitlement of 28 days FTE (4 weeks plus 8 bank holidays)
- Additional 6 days (FTE) at Christmas – specific dates confirmed each year dependent on when the Christmas period falls and business needs
- Length of service increments (holidays)

Location

- Carlisle
- You may be required to travel around all PF offices and areas of work as required

Driving

- A current driving licence and access to own transport is required for this role.
- This post requires you to have the appropriate ‘business use’ insurance in place as occasional business use of your car is required to carry out tasks, such as (but not limited to) the following:
 - travel to customer or business meetings
 - running business errands during the day
 - travel between different People First business sites
 - transporting colleagues/volunteers/members/customers or business contacts, for example, to business meetings, AGM, or self-advocacy groups
 - making deliveries or collections
 - carrying extra equipment

Who we are

Healthwatch Cumbria (HWC) is an independent organisation set up to champion the views of citizens of health and social care services in Cumbria, with the goal of making services better and improving health and well-being. We also deliver Healthwatch Lancashire (HWL) based in Leyland Lancashire.

Both Healthwatch are delivered by the charity People First Independent Advocacy who provide a wide range of support and information services across the North of England, aimed at helping people to live informed, respected, healthy and fulfilled lives. We have been delivering services for 30 years and have a deep understanding of our communities and the unique challenges they



bring. We also deliver People First Services, a registered charity, the object of which is the relief of people with a learning difficulty. Our Head office is based in Carlisle, supported by offices in Barrow and Lancashire as well as staff working across remotely across West Cumbria.

The Department

The role of the Research and Data Officer will be to design and deliver a range of research and evaluation projects and to regularly monitor intelligence collated from local health and social care service users in order to identify areas of best practice and areas for improvement within the NHS and local authority.

This will include developing the project management, research and intelligence functions of the organisation and working closely with team members in Cumbria and Lancashire to ensure that projects are well informed and delivered to ethical standards.

The will also include the sharing of research project outcomes. Using online tools such as social media and the HWC website, along with web articles, the successful candidate will work with training from The Marketing and Communications Manager to share their work with stakeholders and the public.

The Person

We are seeking a highly motivated person who has experience in data analysis, research and report writing.

You will work closely with colleagues in HWC and HWL while also contributing to the wider organisation as time allows.

We need a flexible team player who can adapt to change swiftly and think on their feet.

Qualifications

- Minimum: Degree in a relevant Social Sciences topic

Skills, Knowledge and Experience

- Good understanding of quantitative and qualitative research methodology
- Experience of qualitative and quantitative research methods, including surveys, interviewing and focus groups
- Practical experience of all stages of the research process including research design, fieldwork, analysis and report writing
- Some experience of managing and organising research projects
- Excellent IT literacy – ability to use appropriate facets of Microsoft Office including Word, Outlook and Excel and survey software such as SurveyMonkey
- Good presentation skills – proven ability to present to others in a clear and confident manner
- Good attention to detail and ability to quality check all work to a high standard
- Excellent time management skills: proven ability to meet deadlines
- Excellent written and oral communication skills
- Discreet and able to maintain confidentiality, including working in a sensitive, participative and ethical manner
- Ability to work as part of a team

- Ability to work on your own initiative and independently
- Knowledge of Data Protection legislation
- Proactive “*can-do*” attitude

Desirable requirements:

- Additional research-based qualification: awareness of ethical approaches in research: awareness of inclusive approaches to research
- Knowledge in one of the following areas would be an advantage: health and social care: community development and evaluation
- Experience of working in the voluntary sector: experience of working with adults and children
- An awareness and interest in the challenges and opportunities facing voluntary and community sector organisations
- Experience of using analysis tools
- Awareness of presenting to a range of audiences
- Sense of Humour!

Digital Publication

- The HWC team make use of digital tools to raise public awareness of their work. This is supported with training from the Marketing and Comms Manager. Being familiar with the following, or a willingness to learn, is desirable for this position:
- **Social media platforms:** using channels such as Facebook and Twitter to promote research including reports
- **E-newsletters:** using platforms such as Mailchimp to share new research
- **Basic web uploads:** after training, uploading research to the HWC website

Duties will include:

- To lead on the collation and analysis of a wide range of data and intelligence drawn from people’s experience of health and care services for HWC, HWL and PF
- To co-design and deliver a range of research and evaluation projects
- To research and prepare literature reviews and briefings
- To prepare and deliver presentations to other health and social care organisations/working groups
- To co-design and manage the implementation of data collection methodologies
- To undertake qualitative and quantitative research including survey design, administration and analysis
- To attend regular meetings, for example Wellbeing Forums and the Working Poverty Group as a representative of HWC
- To attend steering group meetings for research projects
- To take part in engagement events and opportunities that support research projects
- To act as a project co-ordinator on several specific projects simultaneously
- To plan, design and write high quality reports using case studies and data analysis to inform recommendations

- To liaise and collaborate with all other staff and associates
- Co-ordinating and working with HWC volunteers
- To answer the HWC helpline/phone and answer queries from the general public when required

Other Duties

The duties outlined above are not intended to be exhaustive and may change as the needs of the organisation alter in line with current agendas. Due to the developing nature of our organisation, we require staff to remain highly flexible in their approach, and work to meet the changing needs of the projects.

The Appointment

Applications must include:

- completed application forms A & B
- the supporting information should be no longer than 2 sides of A4

People First is an equal opportunities employer and is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Applicants must be willing to undergo a DBS check and any other safeguarding checks as appropriate to the post. The appointment will be subject to the satisfactory outcome of these checks.

One referee should be the applicant's current or most recent employer. Please note that references will not be accepted from relatives or from people writing solely in the capacity of friends. References will be sought on the successful candidate following the interview process however; we may approach previous employers for information to verify particular experience or qualifications, prior to interview. The appointment will be subject to the receipt of satisfactory references.

All candidates invited to interview must bring documents confirming any educational and professional qualifications referred to in their application form. Where originals or certified copies are not available for the successful candidate, written confirmation of the relevant qualifications must be obtained from the awarding body. Where the successful candidate has worked or been resident overseas in the past five years, we will carry out such checks and confirmations as may be required in accordance with statutory guidelines.

All candidates invited to interview must also bring with them:

- A current passport (if you do not hold a current passport, or you do not hold a British passport, then further evidence will be required as proof of the right to work in the UK)
- Driving Licence – photocard
- Official documentation evidencing your current address (e.g. utility bill, bank statement)



- Where appropriate, any documentation evidencing a change of name (e.g. marriage certificate)

All applications should be clearly marked:

Confidential – Research and Data Officer

And emailed to recruitment@wearepeoplefirst.co.uk for the attention of Mr Barry Munro-Berry

To arrive no later than 5pm Monday 23rd November 2020