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| **Role Title** | **Research and Impact Officer** |
| **Job Family** | **Corporate Development** |
| **Competency Level** | **Principal Officer/Manager** |
| **Pay Range / Scale** | **PO2 12 MONTHS FIXED TERM** |
| **Purpose**  The Strategy, Design and Communities team addresses key strategic challenges, radically transforms services and creates new and innovative ways of improving outcomes for residents whilst ensuring financial stability.  The team works to ensure Waltham Forest maximises the benefits of resident research, data analysis, business analysis and service design. It works collaboratively within multi-disciplinary teams to deliver transformational change and innovation.  This role within the team is responsible for supporting the work of the research and evaluation function. This function delivers high quality, insightful social research (both in-house and commissioned out) to enhance the Council’s understanding of the local community. At the same time the function also advises other areas of the Council on how to establish robust impact measurement approaches to track the success of their initiatives. | |
| **Generic Accountabilities** | **End Results/ Outcomes** |
| Deliver a specialist aspect of service delivery, which engages customers / stakeholders and enables the Council to be insight-led. | The service is delivered to the quality, organisational and professional standards required. |
| Provide advice and make recommendations based on up to date knowledge and analysis / evaluation of information.  Manage escalated or complex customer issues within the relevant area. | Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility.  Issues are managed through to a satisfactory conclusion.  Risk to the Council is minimised. |
| Contribute to the development of service plans to meet strategic business goals. | Strategic and operational input is provided to wider business planning and development.  Customer needs are identified and plans implemented to meet those needs.  Progress against objectives is effectively monitored and delivered.  Services meet legislative and policy requirements. |
| Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate. | Relevant information / data are managed efficiently and accurately.  Accurate and relevant information / reports / documentation are produced.  Trends and issues are identified and prioritised.  Statutory and procedural obligations are fulfilled.  Management decision making is supported. |
| Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility. | Changes to systems, policies and / or procedures are identified and recommended.  All updates, amendments, developments are tested and approved prior to delivery.  Customers receive prompt, accurate policy / procedural updates.  Service standards are improved. |
| Work closely with others to support/Manage the development and delivery of improvements in processes and procedures. | Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues.  Agreed improvements are developed, delivered and evaluated.  Issues and recommendations are brought to the attention of senior managers.  Benchmark against best practice authorities and center of excellence. |
| Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility. | Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.  Evidence based recommendations are made. |
| Manage a portfolio of Projects and Reviews.  Lead on specific projects as required. | Projects are delivered to agreed specification, timescales and budgets.  Change initiatives are successfully integrated and implemented across all impacted service areas.  Value for money is achieved.  Ongoing savings secured. |
| Co-operate with and support colleagues. | Colleagues are supported.  Required information is provided. |
| Act in accordance with all policies and procedures which apply to the job and understand the reasons for this. | All policies and procedures are complied with. |
| Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager. | Work is carried out in a way that is safe and without risks to health. |
| ***Job Specific Accountabilities:*** | |
| Ensure that the Council meets its statutory and good practice requirements regarding public consultations and to improve decision making, policy and strategy development through high quality research, consultation and engagement activity. | The Council meets its statutory and good practice obligations.  Decisions are insight-led and evidenced based. |
| Provide high quality, research, information and analytical support to the team. | Decisions are insight-led and evidenced based. |
| Keep abreast of new developments in the area of research and evaluation and share best practice with and advise senior members and officers on their implementation. | Methodologies are robust and up-to-date.  New and innovative research and design methods are adopted by the team and embedded into practice. |
| Assist with the use of research and evaluation within complex projects, developing new and innovative solutions that solve complex problems. | Design thinking, research and other methodologies are used to develop and deliver new business propositions, services or innovative delivery models.  User research, insight and analysis is used to develop key themes, issues and opportunity areas for innovation. Combining both user and business perspectives. |
| Build and maintain excellent relationships with directors, managers, staff and partners to ensure our research and evaluation truly reflect the needs of the organisation. | Current thinking is challenged constructively and sensitively.  Key stakeholders express high levels of satisfaction with the research programme.  Relevant partners across the council are engaged in the design, content and delivery of research and evaluation. |
| Develop and then ensure compliance to corporate standards, targets and systems for research and evaluation throughout the Council at all levels. | Council standards are upheld.  All research and evaluation activity is robust and fit for purpose. |
| Procure external research services and manage contracts according to the Council’s procurement guidelines. | External providers are commissioned and deliver excellent quality research and evaluation work on time and on budget. |
| Coordinate activities with internal Council teams (e.g. procurement, legal, contract management, commissioners, project managers) to ensure that research and evaluation projects are delivered on time and on budget. | Internal stakeholders are engaged and are clear on their role in projects.  Projects meet stakeholder expectations.  Projects are delivered on time and on budget. |

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| ***Nature of Contacts***  Typically involves Heads of Service, and Senior Managers across the authority, and external agencies and organisations providing advice. May involve direct contact with members of the public.  Work directly with colleagues internal and external, other providers and external agencies to gather and exchange information and co-ordinate actions.  Provide specialist advice, guidance and support on issues within area of responsibility; develop and maintain joint working and promote the Council position.  Consult with stakeholders to identify requirements.  Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically. |
| **Procedural Context** |
| Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-today problems without always referring to others. Plans own time.  Exercise professional judgement in assessing stakeholder requirements, potential risk and quality assurance of service.  Provide professional advice and guidance to customers, colleagues and other stakeholders through applying knowledge of research and evaluation methods.  Undertakes continuous professional development to stay abreast of best practice in the field.  Accountable for proper use and security of information, resources, equipment and/or facilities within area of responsibility.  Use initiative to deal with complex issues and respond appropriately.  Decisions will be made based on Council procedures.  Occasionally the post will be expected to work from other locations |
| **Key Facts and Figures** |

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| **Resourcing**  Budget Responsibilities**:** None  Supervisory Responsibilities: None |
| **Knowledge, Skills and Experience**  The successful candidates will be great team player, communicator and relationship builder. They will have a “can-do” attitude, be extremely well organised and have a keen interest in social research and evaluation in a local government context.  **Essential knowledge, skills and experience**   * Expert knowledge of the full range of quantitative and qualitative social research methodologies with proven application within projects. * Experience of leading own social research and evaluation projects, including developing suitable methodology, conducting the research, analysing the data and producing a report. * Excellent analytical skills - especially of survey data and qualitative data from focus groups and depth interviews - with an eye for detail, and the ability to develop insights and provide evidence-based findings. * Ability to use social research and insight to improve corporate decision making. * Experience of producing effective research and evaluation reports, which succinctly highlight the key findings in order to inform decision makers effectively. * Excellent survey design skills * Strong numeracy and data analysis skills. * Excellent ICT skills, including the ability to full utilise Microsoft Office products, particularly PowerPoint and Excel. * Excellent influencing skills, able to persuade through strength of argument. * Ability to work independently and autonomously and as part of a small team. * Ability to work collaboratively as part of a high performing project team. * Ability to be highly organised, in order to manage and prioritise workload. Ability to remain calm under pressure. * Excellent project management, organisation and administrative skills. * Willingness to work occasional evenings and weekends, as and when required.   **Desirable knowledge, skills and experience**   * Experience of communicating technical and statistical social research and impact information and ideas to a non-expert audience. * Expertise in data visualisation and infographics. * Ability to procure and contract manage external suppliers of social research/evaluation services. * Experience of survey and data analysis software e.g. Survey Monkey, SPSS. * Experience of working in a local government setting * Valid DBS check |
| **Indicative Qualifications**  Educated to degree standard or equivalent by experience  Research qualification (desirable)  Evidence of Continuous Professional Development |
| The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed. |