

# JOB PROFILE

## Researcher

### Overview

Post No.	
Grade	4
Directorate	Resources & Organisational Development
Service Area	Corporate Resources
Team	Programmes, Performance and Governance
Reporting to	Head of Policy, Performance and Insight

### The Job

- To contribute to the design and development of comprehensive insight reports, ensuring they effectively support the Council's activities and projects.
- To conduct thorough and methodologically sound research that underpins the Council's strategic initiatives.
- To assist in the analysis and interpretation of data, providing actionable insights and recommendations to senior officers and Council members.

### Generic Accountabilities of the Role

- Conduct research to support the production of key insights for the Council, informing policy development and decision-making processes
- Collaborate with stakeholders to identify research needs and priorities ensuring data and insights provided are relevant and impactful
- To research and understand policy changes and provide timely reports on those that affect the Council
- Develop and maintain databases and information systems to assist in the collection and analysis of data, informing continuous improvement and quality of research findings
- Communicate research findings to a variety of audiences through differing methods and styles as needed for maximum understanding and impact
- To provide insights and data information for quarterly reporting
- Through continual personal development stay up to date with relevant trends and changes that may impact research
- To work with the Head of PPI as required on ad hoc projects, external meetings and other activities as required

### Other Duties

**Health & Safety:** You are required to comply with the Council's Health and Safety Policy and to take such steps as are reasonably practicable for your own health and safety and that of your colleagues at work and those affected by your work. You must comply with your safety responsibilities and must cooperate with management in all respects for the full implementation of the Council's Health and Safety Policy.

**Equality & Diversity:** You must adhere to all policies and procedures relating to equality and diversity in the workplace and provision of services.

**Learning & Development:** You have a personal responsibility for your own learning and development and will maintain up to date records of achievement and attendance as required. You must undertake the learning and training identified as part of your ongoing development, and other relevant training that is identified and agreed with your manager. You will be receptive to feedback, willing to learn, embracing continuous improvement.

**Quality/Compliance:** You will achieve a standard of excellence with our work processes and outcomes, honouring our policies and all regulatory requirements.

**Customer Focus:** You will strive for high customer satisfaction, going out of your way to be helpful and pleasant, making it as easy as possible on the customer rather than our directorate or the Council.

**Communication:** You will balance listening and talking, write clearly and accurately, influence others, and keep others informed.

**Team Member:** You will be helpful, respectful, approachable, and team oriented, building strong working relationships and a positive work environment.

**Initiative:** You take ownership of your work, doing what is needed without being asked, and following through.

**Efficiency:** You plan and manage your time well, being on time, being cost-conscious, and continuously thinking of better ways to do things.

Required Professional and Personal Attributes	
Qualifications Educational and Professional	<p><b>Essential:</b></p> <ul style="list-style-type: none"><li>Professionally qualified in social science, research and/or equivalent work experience</li></ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"><li>Affiliation to any professional associations</li></ul>
Experience	<p><b>Essential:</b></p> <ul style="list-style-type: none"><li>Previous experience within a research role in Central or Local Government organisation, or other similar organisation of comparable complexity</li><li>Experience of employing varying research methodologies to generate insights</li><li>Experience of data manipulation and analysis</li><li>Evidence of collaborating and working with various stakeholders including senior managers and external bodies</li><li>Evidence of working with internal and external partners to design and deliver continuous improvement activity</li></ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"><li>Financial analysis and delivery of cost-efficient activities</li></ul>
Knowledge	<p><b>Essential:</b></p> <ul style="list-style-type: none"><li>Understanding and application of a range of research, analysis and evaluation methodologies and methods.</li><li>Ability to develop and use appropriate methods and tools to support high quality research</li><li>Demonstrable knowledge of project management</li><li>Local Government procurement practices</li><li>Demonstrable ability to gather and interpret information</li></ul>

	<b>Desirable:</b> <ul style="list-style-type: none"> <li>• Technical knowledge in relevant legislation governing the provision of key front-line services.</li> <li>• Knowledge of contract procurement and management</li> <li>• Knowledge of budget management</li> </ul>
<b>Special Aptitude/Skills</b>	<b>Essential:</b> <ul style="list-style-type: none"> <li>• Ability to work unsupervised, under own initiative with a proactive approach to problem solving</li> <li>• High levels of proficiency in Microsoft Office applications, including Word, Excel, SharePoint and Teams</li> <li>• Effective prioritisation, time management and multitasking skills to ensure adherence to potentially tight and conflicting deadlines</li> <li>• High levels of understanding and proficiency in numeracy</li> <li>• Ability to communicate effectively at all levels, both verbally and in writing)</li> <li>• High levels of attention to detail and accuracy</li> <li>• Good analytical and problem-solving skills and an ability to be agile</li> <li>• A critical thinker</li> <li>• Able to use evidence to pick up emerging issues and trends</li> </ul> <b>Desirable:</b> <ul style="list-style-type: none"> <li>• Ability to liaise with employees at different levels and in different disciplines within the organisation.</li> </ul>
<b>Personal Behaviours</b>	<b>Essential:</b> <ul style="list-style-type: none"> <li>• Strong written and verbal communication skills with attention to detail</li> <li>• Ability to work to deadlines</li> <li>• Ability to react quickly, and with positive agility to changing events and priorities and respond professionally</li> <li>• Change mindset, with a positive approach to changes and alternative working methods</li> </ul> <b>Desirable:</b> <ul style="list-style-type: none"> <li>• Able to respond effectively to emergency situations</li> </ul>
<b>Other</b>	<b>Essential:</b> <ul style="list-style-type: none"> <li>• Ensure the Council is being fairly and objectively represented in communications with stakeholders</li> <li>• Objective attitude to provide an accurate impression of the service when reporting to other internal and external bodies</li> <li>• Flexible in working arrangements to respond to needs of the business</li> </ul>

The grade for this post is determined by Job Evaluation.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not meant to be a detailed list of all duties and responsibilities which may be required. It will be supplemented and further defined by objectives set at appropriate times, 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.