# ROLE DESCRIPTION

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| **Job Title** | Research and Insight Manager |
| **Salary Band** | SCP 41-43 |
| **Reporting to** | Lead Officer Performance, Research and Evaluation |
| **Directorate** | Policy and Strategy |
| **Service Area and sub area** | Evidence, Research and Intelligence |
| **Team** | Performance, Research and Evaluation |
| **Political Restriction** | No |

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| **1.      Primary Purpose of the Post** | |

To manage the CA's Research Function, leading a team to gather robust evidence, insight and intelligence using appropriately designed research methodologies.  The postholder will also be responsible for overseeing the design and delivery of external research commissions on behalf of various service areas across the Authority.

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| **2.      Your responsibilities** | |

- Prepare a Research and Insight Strategy for the CA, which outlines the key principles underpinning all research activities undertaken and overseen by the organisation; and provides guidance on designing appropriate research questions, data collection methods and sampling, analysis techniques and ethical considerations.

- Work collaboratively with various teams across the CA (i.e. Strategic Comms and Corporate Affairs, Network Development and Performance, Policy Co-ordination) and the Citizen Insight and Participation Team within ERI, to develop a research work programme that supports the collection of quantitative data, insight and intelligence to inform the ongoing design and development of CA policy and projects.

- In conjunction with the Lead Officer for Performance, Research and Evaluation, help to embed a culture of continuous improvement across the Authority, through the collection and dissemination of robust evidence and insight to inform decision making and the development of interventions.

- Lead and assist in the planning, design and delivery of research projects across a broad range of policy areas and services, overseeing the work of the team and working with colleagues across the organisation to ensure successful delivery.

- Lead and oversee the commissioning of external research commissions, through the development of research briefs, evaluation of proposals; and liaising with academia and other research agencies/consultancies in the delivery of the contract to time and budget.

- In conjunction with the Evaluation Team, design and gather primary research to support the evaluation of projects and programmes.  This will include for example, working through theories of change to identify relevant monitoring data and evidence needed to inform the evaluation.

- Effectively plan, organise and co-ordinate the team's research activities, including the provision of support to specify data collection and research methods, management of internal research, and commissioning external suppliers.

- Review externally commissioned research reports and disseminate key findings within the CA and among other interested stakeholder groups (e.g. Local Authorities); and similarly work with internal teams to ensure that they produce succinct reports of key findings to support future policy development and the design of new and improved activities.

- Prepare reports (that provide actionable, insightful and high-quality information to assist with decision making) and present findings to relevant internal and external stakeholders.

- Support the development and delivery of research best practice tools and guides for use by internal CA colleagues and external service providers and projects.

- Ensure internal guidance and toolkits remain fit for purpose, by reviewing professional standards and guidance of relevant organisations – for example the Market Research Society; Social Research Association.

- Assist in the establishment and maintenance of the ERI evidence repository for use by internal teams within the CA, through the collection of internal reports and external reports that can be used for benchmarking purposes.

- Oversee the management of the CA's corporate SNAP license (associated training) and the ERI research memberships.

| 3. | General Corporate Responsibilities |
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- Support the Lead Officer for Performance, Research and Evaluation in the development and delivery of effective City Region Research practices, and delivery of the research work programme.

- Manage the Research and Insight team in line with the CA's Leadership Charter.

- Operate in a manner that places customers first, adopts a can-do approach and focuses on communities and working locally

- Support the Organisation in promoting the work of the LCRCA and the wider LCR.

- In line with the respective role, ensure 'joined up' policy and practice in and across areas of the city region.

- To represent the LCRCA when working with partner organisations.

- To work with relevant bodies to support LCRCA's aims and ambitions.

- To participate in all aspects of training and development as directed and to use all relevant learning opportunities to improve personal skills to improve effectiveness and efficiency of service delivery.

- To ensure the Combined Authority's commitment to equal opportunities is demonstrated through promoting non-discriminatory practices in all aspects of work undertaken.

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Standing Orders and Financial Regulations of the Combined Authority, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan.

This job description is not intended to be prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.

| 4. Recruitment Plan |
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| Competency Based Interview<br>Assessment |

**PERSON SPECIFICATION**


**Job Title**:   **Research and Insight Manager**


| Criteria | | |
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| **Qualifications and Training** | **E = Essential<br>D = Desirable** | **Identified By** |
| • Educated to degree level in a numerate subject | E | A |
| • Membership of a recognised and relevant professional body (e.g. Market Research Society - MRS) | D | A |
| • Evidence and commitment to continuous personal and professional development. | E | A |


| **Experience and knowledge** | **E = Essential<br>D = Desirable** | **Identified By** |
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| • Experience of leading/managing a team, working collaboratively and building effective strategic working relationships | E | A, I |
| • Significant experience of working in a senior research role and expertise in designing, delivering, and overseeing research commissions | E | A, I |
| • In depth knowledge and experience of designing and using various research techniques - including new innovative methods to gather data, insights and intelligence | E | A,P,I |
| • Thorough understanding of the principles guiding social research (including knowledge of quantitative and qualitative research methodologies) that adhere to professional standards (e.g. MRS). | E | A,P,I |
| • An understanding of the importance and role that evidence, research and intelligence plays in underpinning policy development and the design on new and improved interventions. | D | A,P,I |
| • Experience of operating in a complex policy environment, preferably in local and/or central government or relevant consultancy | E | A,I |
| • Proven experience of assisting project delivery including managing external research agencies and consultants | D | A,I |

| | D | A,I |
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| • An ability to balance competing demands and priorities, whilst at the same time delivering high quality advice and support. | D | A,I |
| • An understanding of the Liverpool City Region devolution agreement, local government, central government and their roles, structures and relationships. | D | A,I |

| Skills and abilities | E = Essential D = Desirable | Identified By |
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| • Effective time management and an ability to manage competing priorities | E | A,P,I |
| • Ability to design and deliver fit for purpose research methodologies, tools and techniques | E | A,P,I |
| • Excellent data analysis, report writing and presentation skills. | E | A,P,I |
| • Strong communication skills (both written and oral presentation) and an ability to present complex findings in a concise manner and format that engages a range of audiences. | E | A,P,I |
| • Strong IT skills, including a good working knowledge of Microsoft Word, Excel, Powerpoint and Teams. | E | A |
| • Experience using a range of other statistical software for quantitative and qualitative analysis (eg SPSS; NVivo; SNAP) and databases for literature reviews. | D | A |
| • Ability to meet challenging deadlines and work with internal clients and external providers to meet them. | E | A |

| Personal Attributes | E = Essential D = Desirable | Identified By |
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| • Strong interpersonal skills with the ability to lead others, develop effective teamwork, work collaboratively with colleagues across the organisation; and develop effective relationships with external stakeholders. | E | P, I |
| • Willingness to work flexibly as and when required to meet objectives and timescales | D | A,I |
| • An understanding of and a personal commitment to the Vision and Aims of Liverpool City Region Combined Authority. | E | A,I |
| • Commitment to and understanding of equal opportunities | E | A,I |

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| • A commitment to providing a high-quality customer service and ensuring service standards are met | **E** | **A,I** |

| Core Behavioural Competencies | E = Essential D = Desirable | Identified By |
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| **Leadership skills** – ability to lead a team by giving clear directions and setting expectations; trusting and empowering team members; having honest conversations; providing constructive feedback; developing team members; and valuing all inputs | **E** | **A,I** |
| **Analytical ability** – attention to detail; logical thinking; effective planning and organisation | **E** | **A,I** |
| **Interpersonal skills** – effective communicator; active listener; good team working; effective presentation | **E** | **A,I,P** |
| **Time management** – ability to prioritise workload and manage a portfolio of projects | **E** | **A,I** |

## Key to Assessment Methods:

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| KO – Knockout question | A - Application | P – Presentation | T - Test |
| FQ – Filter Question | I – Interview | E – Exercise | AC – Assessment |