

Job title:	Research Officer
Directorate:	IT and Innovation
Date written:	May 2020
Notice Period:	2 months
Band:	GG5 9
Job code:	4638

Purpose of job

Responsible for the delivery of research projects for the purpose of informing and supporting strategic and operational decision making.

Use quantitative and qualitative research methods to scope out, design, manage, analyse and report on a variety of research topics to inform and deliver change.

Be passionate about turning data into information, information into insight and insight into action to ensure the central shaping of business processes, services and strategies.

Key duties and responsibilities

- Lead on the management and delivery of a broad range of research projects, delivery of customers consultations and ad hoc research tasks.
- Devise methodologies for research and data collection, including surveys, focus groups and depth interviews to deliver robust evidence-based research.
- Scope out, manage and conduct qualitative and quantitative research projects, including design, facilitation, analysis and reporting.
- Scope out, manage and conduct secondary research into key topics (e.g. homelessness, climate change) to proactively inform strategic planning and decision making.
- Undertake analysis of information from research and data collection, to provide high quality research reports and summary papers tailored to the specified audiences (internal and external).

- Conduct quality assurance tasks for research projects (e.g. managing output from external research agencies).
- Engage with stakeholders across the business to ensure that research informs future decision making.
- Manage multiple research projects concurrently.
- Work with the Communication Team to ensure research learning is proactively shared.
- Proactively consider the organisations research needs and champion the value and benefits of research across Abri.
- Contribute to the work of the Insight Team by undertaking ad hoc insight or data requests.
- Any other duties commensurate to the role.

Knowledge, skills and experience required

- Extensive hands-on experience in delivering primary and secondary research in a market research or business setting (not academic research).
- Demonstrable experience in delivering qualitative research projects, designing discussion guides, facilitating interviews and focus groups, analysing qualitative data and producing actionable reports and recommendations.
- Demonstrable experience in delivering quantitative research methodologies, survey design, using statistical techniques to analyse data and producing actionable reports and recommendations.
- Experience in designing, managing and delivering multiple research projects concurrently.
- Demonstrable experience in delivering secondary research, distilling insights from complex or ambiguous information and using a storyteller approach when suitable.
- Degree in a research related discipline or relevant professional qualification e.g. Market Research Society is advantageous. Excellent numerical skills and the ability to interrogate information and problem solve with a logical and objective approach.
- Experience of managing good working relationships with internal and external stakeholders.

- Excellent research, analytic, communication and report writing skills and ability to gather, analyse, summarise and report on insight accurately.
- Exceptional organisational skills and ability to prioritise own workload effectively, whilst working under own initiative, to meet strict deadlines and maintain excellent attention to detail.
- Ability to display complex information and data simply to clearly articulate and share knowledge with various audiences, including external stakeholders which will in turn facilitate buy-in and drive positive change within the organisation.
- A flexible team player who is proactive and self-motivated, with a natural ability to work in a rapidly changing environment and multi-task.
- Proven ability to write research reports on complex topics and tailor these to different audiences.
- Full driving licence and access to own transport or ability to travel in a timely and efficient manner to attend meetings in other offices that may not easily accessed by public transport.
- Demonstrate our values and behaviours.