



Job Title:

Senior Researcher

Job Purpose

The Senior Researcher leads on complex research projects and is critical to enabling senior leaders to take decisions on services or strategic direction that are evidence-based.

The post holder will have expert technical ability in a number of social research methodologies, championing an 'evidence first' culture both within and outside of the organisation. They will proactively liaise with senior colleagues to ensure business intelligence questions are identified and answered.

They will be expected to matrix-lead teams of analysts, researchers, data developers, performance officers and other colleagues from Corporate Development delivering high quality primary and secondary research to the organisation. They will use a range of techniques, including ethnography and social media research. This will require working with a range of local, partner and open source data, and directly with citizens, for the development of services to agreed service standards.

Service/Functional Accountabilities

Working collaboratively with senior colleagues to understand their business requirements and identify opportunities for using both primary and secondary research to solve business problems, such as understanding the needs, experiences and behaviours of Essex residents in order to manage demand.

Responsible for leading multi-disciplinary 'delivery' teams of colleagues across Corporate Development, working collaboratively to deliver complex pieces of research and evaluation that enable evidence-based business decisions to be taken.

Responsible for providing Senior Leaders and stakeholders with the information and business intelligence required for effective leadership, governance, commissioning and decision making.

Responsible for using intellectual curiosity to proactively explores areas and provide useful, timely research that enables the organisation to focus on demand management and prevention, as well as 'whole systems' integration.

Responsible for producing high quality research that draws on a range of both primary and secondary data sources to deliver compelling and actionable findings and

recommendations for improving outcomes for local people and/or organisational effectiveness.

Responsible for using innovative approaches to challenging assumptions and delivering compelling research findings.

Responsible for providing expert advice and guidance to internal stakeholders on the procurement of external research services and calling off the Insight and Innovation framework.

Responsible for providing support and guidance to enable colleagues outside of Strategy and Insight to carry out simple engagement and consultation activities through the development of 'self-serve' capabilities.

Specific individual and shared targets and objectives are defined annually within the performance management framework.

Dimensions

Budgetary responsibility (direct or indirect impact):

People management (including direct reports):

Skills, Knowledge and Experience

Educated to degree level or equivalent by experience with evidence of continuing professional development and expert knowledge in relevant professional area.

Significant experience in successfully delivering high quality, complex research and recommendations that impact on strategic decision making - within local government or a public sector setting is desirable.

Extensive experience of carrying out research that has made tangible improvements, as well as identifying opportunities for research to help solve business problems and inform future strategic direction.

Knowledge of governance requirements around quantitative and qualitative research methodology, including excellent working knowledge of the Data Protection Act.

Ability to work effectively with internal and external stakeholders to influence thinking and secure collaboration, including citizens with specific accessibility and communication needs.

Excellent verbal and written communication with the ability to present complex data and to speak and present the Council's position at external and public meetings.

Experience of leading teams within a matrix management approach, outside of traditional line management arrangements, is preferred.

Ability to manage the routine delivery of research tasks to high standards and on time.

Organisational Behaviours/Professional Competence

Inspires

Displays a passion for making a difference. Creates and shares an ideal image of what we can become and motivates others to see exciting possibilities for the future.

Innovates

Thinks creatively, takes calculated risks and learns from mistakes. Is curious and challenges the status quo, seeking opportunities for original solutions.

Enables

Supports and encourages others to experiment with new ways of working in an atmosphere of trust, respect and dignity. Accountable for own development and sharing best practice with others.

Collaborates

Creates and develops networks and involves others to first understand their point of view and then join together in a common purpose. Crosses internal and external organisational boundaries to improve and deliver shared solutions and services in ways that achieve mutual gain.

Delivers

Provides a quality service by displaying professional excellence and expertise taking into account diverse customer needs. Seeks best value for money and pursues commercial opportunities as they arise.
