



Job Description

Job Title:	Research Manager
Grade:	Grade 8
Section:	Corporate Services
Reports to:	Customer Insight Manager
Responsible for:	Research Support Assistant

The Job

Is to:

- deliver the annual research programme at WDH;
- undertake research and information analysis in support of policy, business development and performance management;
- collect and monitor statistics and performance indicators as required;
- undertake desk research and provide management information to employees and directors; and
- support the wider Corporate Services team work by providing research and evaluation to support governance, communications, marketing, customer insight and engagement work.

The Bigger Picture

You will:

- keep up to date with relevant policy, practice and legislation;
- contribute to the development of the team service plan and programme of work;
- establish and maintain relevant statistical databases as required;
- assist in managing the annual research plan budget, contribute to financial planning and budgetary strategies for the service to maximise income and maintain service delivery standards;
- support the Customer Insight Manager with any ad hoc duties or requests; and
- carry out any other duties as directed, appropriate to the grade and overall purpose of the job.

The Day to Day

You will:

- produce clear and professional written work, including conceptually coherent research reports and present clear and polished presentations;
- keep up to date with relevant policy, practice, and legislation;
- complete a 'learning from research' analysis at the close of each project to ensure return on investment;
- maintain and develop effective working relationships with internal services and external agencies and organisations;
- ensure high levels of satisfaction with research by being committed to a proactive research service, high standards of quality and by encouraging project teams to work to the same high standards;
- identify and articulate training and development needs;
- provide professional information to other departments carrying out their own statistical, monitoring, database, research and survey work and suggest alternative strategies and policies;
- manage the workload of the Research Support Assistant;
- work with the Research Support Assistant to deliver the weekly News in Brief document, Research i publication and other special briefings as required; and
- represent WDH by networking at appropriate events, conferences, seminars and forums

Personal Contacts:

Internal: Employees and managers at all levels.

External: Research networks, local authority employees, consultants, members of the Council and other agencies at all levels.

The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)	Shortlisting Criteria (Tick)
Qualifications and Training				
A qualification at Level 6 of the Framework for Higher Education Qualification, such as a First Degree, Award, Certificate or Diploma at Level 6 or equivalent in a relevant subject.	✓		AF/CQ	✓
Research related professional qualification		✓	AF/CQ	

Determination				
Evidence of a successful track record of managing research projects.	✓		AF/I	✓
Good communication skills including high quality report writing and confidence in delivering presentations to a wide range of audiences	✓		AF/I	
The ability to respond effectively to working under pressure to meet required deadlines	✓		AF/I	
Able to work on own initiative	✓		AF/I	
Effective time management	✓		AF/I	
Evidence of successful working in a team that supports performance measures and contributes to performance targets		✓	AF/I	
A determination to succeed in goal orientated and performance culture		✓	AF/I	

Nous				
Significant experience of working in a research environment or a service relevant to the applied post	✓		AF/I	✓
Experience of undertaking qualitative and quantitative	✓		AF/I	✓

research and analysis. Including a range of research methodologies (focus group moderation, in-depth interviews, questionnaire design and analysis)				
Experience of managing research teams	✓		AF/I	
Demonstrate commitment and understanding of diversity and inclusion issues in relation to service delivery within complex organisation	✓		AF/I	
Demonstrable IT skills including Microsoft Office and survey design and analysis software.	✓		AF/I	
The ability to work through research problems with little supervision and to think critically and constructively as an individual and in co-operation with others	✓		AF/I	
Good analytical and interpretation skills	✓		AF	
An understanding of organisational management and employee development practices and procedures		✓	AF/I	
An understanding of housing legislation		✓	AF/I	
Knowledge of quality systems		✓	AF/I	
Experience of analysis of social and demographic trends		✓	AF/I	
Experience of managing devolved budgets and awareness of value for money		✓	AF/I	
An understanding of the use of evidence based information in support of the provision of housing		✓	AF/I	

Attitude				
Evidence of contributing to successful partnership working and relationships with other organisations	✓		AF/I	
To be able to adapt to a variety of situations and respond accordingly to all expected contacts	✓		AF/I	
A commitment to supporting employee development initiatives		✓	AF/I	

Additional Requirements of the Job				
Willingness to work flexible hours	✓		AF/I	
Valid UK driving licence with daily access to a vehicle in order to travel throughout the district and to other locations as required by the business.		✓	AF/I	

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification

R - References