

## JOB DESCRIPTION

|                              |                                     |
|------------------------------|-------------------------------------|
| <b>Job Title</b>             | Senior Research and Insight Officer |
| <b>Salary Band</b>           | SCP 33-36                           |
| <b>Directorate / Service</b> | Evidence, Research & Intelligence   |
| <b>Responsible To</b>        | Research and Insight Manager        |
| <b>Contract</b>              | 12 month fixed term basis           |

### 1. Primary purpose of the post

To manage and deliver a portfolio of high-quality research projects across the full research lifecycle, from initial scoping and design through delivery, analysis and dissemination of findings. Generating rich and robust quantitative and qualitative evidence, that enables the Liverpool City Region Combined Authority (LCRCA) to develop evidence-informed strategic decision making, policy and strategy.

The postholder will manage and deliver a diverse portfolio of research projects, ranging from rapid responsive pieces of work to inform decision-making, through to larger more complex programmes of work that support long-term LCRCA strategic priorities. This will include the primary collection, analysis and reporting of data, as well as managing externally commissioned research on behalf of service areas across the LCRCA.

The postholder will be responsible for selecting and applying appropriate research methodologies to address the research questions, this may include surveys, secondary data analysis, interviews, focus groups, or other creative and innovative methods. The role requires adherence to and knowledge of research sector best practice research standards, ethical processes, alongside the clear and effective dissemination and communication of research findings to ensure maximum impact and influence across the LCRCA.

### 2. Your responsibilities

- 1. Manage and deliver a portfolio of research projects across multiple policy and service areas**, delivering both in-house and commissioned research. This includes primary data collection and analysis, in addition to developing tender specifications for commissioning, assessing proposals, managing contracts with academia and consultancies. Both in-house and commissioned projects will be delivered to a high standard, on time and within budget, using robust project management principles.
- 2. Champion high-quality social and market research across the LCRCA**, promoting, embedding and driving forward a new Research and Insight Strategy, setting standards related to robust and appropriate methodologies, by producing and maintaining a suite of internal tools and guidance documents, and encouraging an evidence-informed culture.
- 3. Design and deliver rigorous, proportionate and ethical research**, applying appropriate qualitative, quantitative and mixed-method approaches in line with LCRCA research

standards. Ensure ethical research practice and data protection compliance, mitigating reputational risks and providing professional assurance to the organisation.

4. **Provide expert and technical research advice and develop fit-for-purpose research plans for colleagues at all levels.** This includes exercising professional judgement to determine appropriate qualitative, quantitative and mixed-method approaches (e.g. surveys, interviews, focus groups, ethnography, creative and innovative methods and secondary data analysis), advising on research questions, knowledge of effective research methods for evaluation purposes, and managing all stages of the research project, from data collection to analysis and interpretation.
5. **Plan, co-ordinate and manage end-to-end research activity, providing professional oversight and assurance of inclusive, accessible and high-quality research design and delivery.** This includes sampling strategies, ethical practice and informed consent, data protection, transcription and 'closing the loop' with research participants. Chosen research approaches will aim to maximise response rates, address participation gaps, and improve engagement with under-represented or 'hard to reach' groups.
6. **Store, manage and analyse, personal and sensitive qualitative and quantitative data effectively,** using appropriate analytical software (e.g. NVivo, SPSS and survey platforms) and applying techniques such as thematic analysis, descriptive statistics and demographic analysis.
7. **Develop and automate data presentation and insight tools,** including dashboards where appropriate, to enable colleagues to self-serve insights from ongoing and repeat data collection (e.g. customer satisfaction data).
8. **Provide expert interpretation of research findings,** identifying trends, drawing patterns, making clear conclusions and formulating actionable recommendations to inform evidence-based decision-making, policy development and service improvement.
9. **Produce and present high-quality strategic research outputs that influence policy and strategy,** including reports and presentations, communicating complex findings in a clear and engaging way to non-specialist internal and external audiences of all levels, to inform future policy development and service improvements.
10. **Maintain and develop professional expertise,** represent the LCRCA externally at relevant research events, learning and development opportunities and via active participation in relevant professional networks (e.g. Social Research Association, Market Research Society and academic networks) influencing LCRCA research practice and enhancing the organisation's reputation within the wider research community.
11. **Develop and maintain corporate research resources,** including guides, toolkits and question banks, embedding consistent, high-quality approaches and enabling scalable research capability across the organisation.

**12. Support the establishment and ongoing management of a new LCRCA Research Network** that facilitates knowledge sharing, upskilling, and increased research capability among non-specialist colleagues.

**13. Manage the LCRCA's corporate survey licence** and associated training for colleagues, as well as ERI research memberships.

### **3. General Corporate Responsibilities**

- Support the Research and Insight Manager, to deliver the LCRCA Research and Insight Strategy, contributing to strategic planning and the delivery of the wider organisational research programme
- Ensure compliance with the Data Protection and General Data Protection Regulation (GDPR)
- 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 so as 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.

## PERSON SPECIFICATION

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| <b>Criteria</b>                                                                                                                                                       |                                      |                          |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|--------------------------|
| <b>Qualifications and Training</b>                                                                                                                                    | <b>E= Essential<br/>D= Desirable</b> | <b>Identified<br/>by</b> |
| Educated to degree level in a relevant subject                                                                                                                        | <b>E</b>                             | <b>A</b>                 |
| A postgraduate research qualification (such as MRes or PhD)                                                                                                           | <b>D</b>                             | <b>A</b>                 |
| Evidence and commitment to continuous personal and professional development                                                                                           | <b>E</b>                             | <b>A</b>                 |
| Membership of a recognised and relevant professional body (e.g. Market Research Society or Social Research Association)                                               | <b>D</b>                             | <b>A</b>                 |
| <b>Experience and knowledge</b>                                                                                                                                       | <b>E= Essential<br/>D= Desirable</b> | <b>Identified<br/>by</b> |
| Experience of designing and delivering social or market research projects across a range of themes                                                                    | <b>E</b>                             | <b>A/I/P</b>             |
| Advanced knowledge of qualitative, quantitative and mixed-method research approaches, and experience of selecting and applying proportionate methodologies            | <b>E</b>                             | <b>A/I/P</b>             |
| Strong knowledge of research governance, including ethics, informed consent and data protection                                                                       | <b>E</b>                             | <b>A/I/P</b>             |
| Experience providing expert research advice to colleagues and senior stakeholders, influencing decision-making and practice through high-quality evidence and insight | <b>E</b>                             | <b>A/I/P</b>             |
| Experience working with complex datasets and analysing qualitative and quantitative data using appropriate analytical techniques and software                         | <b>E</b>                             | <b>A/I/P</b>             |
| Experience of operating in a complex policy environment, preferably in local and/or central government or relevant consultancy                                        | <b>D</b>                             | <b>A/I</b>               |
| Experience of managing or supporting research related to evaluation activity aligned to Theories of Change or logic models                                            | <b>D</b>                             | <b>I</b>                 |
| Experience engaging with under-represented or 'hard to reach' groups and designing inclusive research approaches                                                      | <b>D</b>                             | <b>I</b>                 |

| <b>Skills and abilities</b>                                                                                                                                                                      | <b>E= Essential<br/>D= Desirable</b> | <b>Identified<br/>by</b> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|--------------------------|
| Ability to manage and oversee a portfolio of research activity, prioritising work, managing competing demands, and ensuring delivery to time, cost and quality standards                         | <b>E</b>                             | <b>A/I/P</b>             |
| Ability to exercise independent professional judgement in determining appropriate research approaches, balancing methodological rigour, proportionality and resources                            | <b>E</b>                             | <b>A/I/P</b>             |
| Advanced analytical skills, with the ability to synthesise and triangulate complex qualitative and quantitative evidence into clear, actionable insight                                          | <b>E</b>                             | <b>A/I/P</b>             |
| Strong written and verbal communication skills, with the ability to communicate complex research findings clearly and persuasively to non-specialist audiences, including senior decision-makers | <b>E</b>                             | <b>I</b>                 |
| Ability to build effective strategic working relationships within a team, with colleagues of all levels, and with a wide range of stakeholders                                                   | <b>E</b>                             | <b>A/I</b>               |
| Experience of managing external research agencies and consultants                                                                                                                                | <b>D</b>                             | <b>A/I</b>               |
| Ability to influence organisational practice, promote research standards and champion evidence-informed decision-making                                                                          | <b>D</b>                             | <b>I</b>                 |
| Strong planning and organisational skills, with the ability to manage multiple projects, stakeholders and deadlines simultaneously                                                               | <b>D</b>                             | <b>A/I</b>               |
| <b>Personal attributes</b>                                                                                                                                                                       | <b>E= Essential<br/>D= Desirable</b> | <b>Identified<br/>by</b> |
| High level of professional credibility and integrity, with a strong commitment to ethical, inclusive and high-quality research practice                                                          | <b>E</b>                             | <b>I</b>                 |
| Proactive and improvement-focused, with the ability to identify evidence gaps and drive enhancements in organisational research practice                                                         | <b>E</b>                             | <b>I</b>                 |
| Willingness to work flexibly as and when required to meet objectives and timescales                                                                                                              | <b>D</b>                             | <b>I</b>                 |
| Commitment to and understanding of equal opportunities                                                                                                                                           | <b>E</b>                             | <b>I/P</b>               |
| A commitment to providing a high-quality customer service and ensuring service standards are met                                                                                                 | <b>E</b>                             | <b>I/P</b>               |

**Key to Assessment Methods:** I – Interview, P – Presentation, A – Application

| <b>Core Behavioural Competencies</b>                                                                             | <b>E= Essential<br/>D= Desirable</b> | <b>Identified<br/>by</b> |
|------------------------------------------------------------------------------------------------------------------|--------------------------------------|--------------------------|
| <b>Analytical ability</b> – attention to detail; logical thinking. effective planning and organisation           | <b>E</b>                             | <b>I/P</b>               |
| <b>Interpersonal skills</b> – effective communicator; active listener; good team working; effective presentation | <b>E</b>                             | <b>A/I</b>               |
| <b>Time management</b> – ability to prioritise workload and manage a portfolio of projects                       | <b>E</b>                             | <b>A/I</b>               |