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|  | Job Title | Researcher | |
| Grade | C | |
| Function | Analytic Content | |
| Job Purpose | The purpose of this role is to develop and deliver analytic content using primary research methods, with a focus on survey research methods and the national NHS Patient Experience Survey programme. | |
| Accountabilities and  Responsibilities | * Undertake primary research including defining scope, methodology, analysis and outputs. * Support the development and delivery of the NHS patient experience survey programme, ensuring that it meets the changing needs of CQC, the public, providers and other stakeholders. * Support collaboration with stakeholders and research partners to achieve outcomes, such as commercial contractors for the NHS patient experience survey programme. * Undertake analysis to extract relevant information and insight from primary research data and other sources, presenting it in a clear and actionable manner. * Create outputs and prepare internal or external reports and communications, or other elements of the review or study, for example, research development plans, survey designs and methodology reports. * Project manage specific research and analysis projects, ensuring these deliver the required outputs to agreed timescales. * Ensure data and insight generated is adopted into the Enterprise Data Platform and documented appropriately for wider organisational use. * Identify areas for process improvement for improved efficiency and/or effectiveness of outputs. * Select the best data, tools and methods to deliver needed insight. * Design and undertake quality control and assurance processes for analytical products/product components. | |

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|  | * Promote a strong data culture across CQC in line with the organisational data strategy. * Role model inclusive behaviours in everyday interactions. * Promote a culture of respect and fairness and understand personal responsibilities around delivering against CQC diversity and inclusion strategy. * Demonstrate competence and support others to achieve behavioural excellence through our Success Profiles ([Grade C)](http://intranetplus.cqc.local/Working%20for%20CQC/Performanceanddevelopment/Success%20profiles/Documents/20201027%20CQC%20Success%20Profiles%20Guide%20PDFA%20Accessible%20-%20FINAL.pdf) ensuring yourself and those you work with are the best that they can be. * Role model and support others to instil our values into everything that we do. |
| Skills and Experience | * Educated to degree level or have equivalent professional experience. * Strong research, analysis and reporting skills. * Knowledge of survey research methods, including: large-scale surveys; probability sampling; and of working on all stages of the survey process. * Proven ability in application of techniques for analysis of data and synthesis of findings, knowing how to involve their team in analysis and synthesis. * Knowledge of how and when to practically apply existing bestpractice methodologies and solutions. * Experience of applying statistical packages for analysis. * Experience of working flexibly and in multi-disciplinary teams with the ability to engage well with colleagues and other stakeholders. * Good decision-making skills and capability to make sound judgements. * Ability to identify problems and resolve or escalate as appropriate. * Ability to understand stakeholder needs and manage stakeholder expectations through the use of data and insight. * Proven ability to tailor the communication of insight in the most appropriate and compelling way for the audience, including through storytelling and visualisation.   Desirable   * Knowledge and understanding of the health and care sectors. |
| Values & Behaviours  **Excellence**  In my work for CQC:   * I set high standards for myself and others, and take accountability for results * I am ambitious to improve and innovate * I encourage improvement through continuous learning, * I make best use of people’s time, and recognise the valuable contribution of others   **Caring**  In my work for CQC:   * I am committed to making a positive difference to people’s lives * I treat everyone with dignity and respect * I am thoughtful and listen to others * I actively support the well-being of others **Integrity**   In my work for CQC:   * I will do the right thing * I ensure my actions reflect my words * I am fair and open to challenge and have the courage to challenge others * I positively contribute to building trust with the public, colleagues and partners   **Teamwork**  In my work for CQC:   * I provide high support and high challenge for my colleagues * I understand the impact my work has on others and how their work affects me * I recognise that we can’t do this alone * I am adaptable to the changing needs of others | |