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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.
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| 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.
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| 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

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