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|  | Job Title | Senior Researcher | |
| Grade | B | |
| Function | Analytic Content | |
| Job Purpose | The purpose of this role is to develop and deliver, and lead others 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. * Contribute to 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. * Collaborate with internal and external stakeholders, including research partners, to achieve outcomes, and hold key external relationships, 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. * Oversee projects to ensure these deliver the required outputs to agreed quality and timescales. Prepare regular management reports identifying progress, planned work and identify and manage key issues for resolution. * Ensure data and insight generated is adopted into the Enterprise Data Platform and documented appropriately for wider organisational use. * Understand effectiveness of outputs and identify areas for methodology and/or process improvements to increase efficiency and/or effectiveness. * Contribute to CQC best practice for use of primary research methods. | |

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|  | • | Consider the significance and utility of various types of information in the light of specific policy contexts and identify opportunities for innovation in response to these. |
|  | • | Design and undertake appropriate quality control and assurance for delivery of output. |
|  | • | Provide direction and guidance to peers and junior colleagues, including line management and development of teams, where required. |
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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 B)](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. |
|  | • | Expert research, analysis and reporting skills. |
|  | • | Proven ability in the application of survey research methods, including large-scale surveys; probability sampling; and of working on all stages of the survey process. |
|  | • | Proven ability to lead others in undertaking research and in applying appropriate methods to analyse data and synthesise findings. |
|  | • | Experience of working flexibly and in multi-disciplinary teams with the ability to engage well with colleagues and other stakeholders. |
|  | • | Experience of effective project planning and delivery. |
|  | • | Good leadership and people management skills. |

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|  | * Experienced user of statistical packages for analysis. * Strong decision-making skills and capability to make sound judgement with limited supervision. * Experience in reconciling conflicting views and articulating coherent rationales for action. * Ability to identify problems and lead the delivery of solutions and preventative measures, escalating where appropriate. * Proven ability to understand stakeholder needs, manage stakeholder expectations and influence at all levels on 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 | |

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| **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 |