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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.
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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
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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

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