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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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