

# Senior Quantitative Research Associate

## Job Description

**Salary range:** £28,941 – £38,587 per annum + benefits

**Job type:** Full-time

**Contract period:** Permanent

**Reporting to:** Head of Survey Coordination

**Department:** Research

**Location:** Oxford

## About Picker Institute Europe

Picker is an Oxford-based charity with an international reputation as a key authority in the measurement and improvement of patient experience. Our mission is to make person-centred health and social care a reality for everyone.

Researching and measuring the experiences of patients, service users, and staff are key areas of our work. We develop and run surveys for a wide range of public and private healthcare organisations, as well as national bodies, voluntary sector organisations and international healthcare providers. Furthermore, we conduct original research using qualitative and quantitative social research methods to investigate issues related to people's experiences of care and organisations' efforts to improve services.

We wish to appoint a Senior Research Associate for our Survey Coordination Centre in the Research Division.

## The Research Division

The Research Division is responsible for Picker's research planning and delivery, as well as major survey coordination projects.

The vacancy is situated within the Survey Coordination Centre, which is responsible for managing the design, management and analysis of surveys within the NHS's national staff and patient survey programmes. The programmes are conducted on behalf of NHS England and the Care Quality Commission respectively, and include a range of large scale and high profile surveys that are typically coordinated centrally but administrated locally by NHS organisations. These surveys are amongst the largest of their kind in the world.

## Purpose of the role

The Senior Research Associate leads on specific survey research projects. This includes contributing to the design and testing of survey methods and questions as well as project management of the survey process and cleaning and management of survey data. The post holder also engages with and disseminates results to various audiences, including clients, stakeholders,

collaborators, and members of the public. The role includes supervision of one or more Research Associates.

## Duties and responsibilities

### Responsibilities for research and development

- Plan, manage and deliver a range of projects using a variety of survey methodologies, liaising with clients as required, to ensure a full understanding of research requirements and that all commissioned projects are completed accurately and to agreed specification, standards and timescales.
- Design questionnaires and survey instruments and test as appropriate, including cognitive testing, to ensure that all new products meet and deliver needs of the client and target group.
- Assist in designing sampling strategies for surveys, advising on and making recommendations about survey modes and testing methodological changes and innovations.
- Develop detailed guidance notes for clients and survey contractors, to enable survey requirements to be understood by clients and participants.
- Carry out desk research, including literature reviews and scoping studies based on academic publications and grey literature, and undertake qualitative research, including cognitive interviews and facilitating focus groups, to ensure that data gathered supports the research or survey project.
- Provide professional advice to colleagues, clients and partners, referring to the Head of Survey Coordination as necessary, to enable the organisation to successfully complete projects to the highest standards.

### Responsibilities for policy and service development implementation

- Build and maintain relationships with new and existing clients, external stakeholders, partners, and collaborators to ensure the organisation understands its clients' current and future needs and clients remain up to date with the products and services available.
- Assist in preparing proposals, tenders and quotations, coordinating input from colleagues as required, ensuring that all documents are accurate and produced to agreed standards and timescales.
- Prepare and deliver results from commissioned projects to various audiences ensuring an understanding of the subject and issues arising and enabling informed decision making.
- Work collaboratively with other teams, creating strong links between other programmes and projects, to promote the use of services, products and survey findings that improve the quality of healthcare.
- Contribute to the development of the organisation's reputation and brand image, by writing and speaking on relevant subjects and presenting to internal and external audiences, as required.

### Responsibilities for information resources

- Design surveys, tools, and methodologies, collating, managing, and checking very large data sets, resolving data queries, responding to enquiries, and monitoring progress, to ensure that data collated are accurate and of the highest standard.
- Day-to-day project management of survey and/or research projects, such as large scale national quantitative surveys.

- Produce written and numeric outputs (including but not limited to research reports, blogs, infographics, and trade press articles), including analysing and interpreting data and presenting evidence and findings about highly complex and sometimes contentious subjects to a wide range of audiences, ensuring an understanding of the subject and issues arising and enabling informed decision making.
- Ensure data and information are collated, stored and analysed in compliance with all company policies, internal working practices and external regulatory requirements.
- Ensure all surveys and other documentation are published in accordance with company working practices, internal working practices and external regulatory requirements.

### Responsibilities for financial and physical resources

- Monitor agreed project costs, promptly raising any concerns with the Head of Survey Coordination, to ensure programmes and projects are delivered within agreed financial resources.
- Approve expenditure within agreed financial standards, so that the team’s objectives are delivered within agreed financial resources.

### Responsibilities for human resources

- Provide day-to-day supervision to one or more Research Associates and temporary staff, including allocating and monitoring work, reviewing performance and progress, participating in recruitment and selection, managing the initial stages of any grievance and disciplinary matters; and conducting appraisals, to ensure the team’s objectives are delivered to agreed standards.

### Flexibility

- Contributing to the work of Picker as a whole by:
  - Fully engaging and participating in the achievement of Picker’s aims and objectives
  - Advocating new approaches, processes and methods to enhance Picker’s performance
  - Promoting the sharing of knowledge and communications across teams within Picker; working closely with other teams to deliver projects and promote the work of the Directorate.

### General Duties

- Ensuring compliance with ethical and data protection standards
- Other reasonable duties, as requested by line manager

## Person Specification

Experience, knowledge and understanding	
Extensive quantitative research experience with skills in questionnaire design, research methods, and data handling, analysis and reporting	<b>E</b>
Familiarity with and understanding of the core principles of both quantitative and qualitative research (i.e. understanding of the key considerations when selecting and developing a methodological approach to a question)	<b>E</b>
Knowledge and understanding of the variety of survey methodologies available to collect data	<b>E</b>

Knowledge and understanding of probability sampling methods for statistical sample surveys	E
Experience of writing proposals, tenders and quotations	D
Experience of qualitative research methods, particularly including focus groups, depth interviews, and/or cognitive interviewing	D
Experience of developing new relationships and business opportunities	D
Experience of giving presentations and facilitating workshops	D
Experience of developing and maintaining relationships with clients, external stakeholders, collaborators or partners	E
An interest in healthcare quality and person-centred care	E
Significant working knowledge of the Data Protection Act 1998, ISO27001 , ethical requirements around research, and the provisions of the Health and Social Care Act relating to patient confidentiality and research (e.g. section 251)	D
Evidence of frequent and continuing professional development	E
<b>Skills / Abilities</b>	
Excellent project management skills with a track record in undertaking and managing survey research projects	E
Ability to build and maintain a network of relationships throughout the organisation, including with directorate colleagues, and with external partners and stakeholders	E
Demonstrable supervisory or line management skills	E
Ability to present data and information to a wide range of audiences through formal and informal presentations, both written and oral	E
Excellent writing skills and a demonstrable ability to write to a high standard for a range of different audiences and to edit the work of others, including identifying novel/ innovative ways to present research or survey evidence to different audiences	E
A high degree of self-motivation and resourcefulness combined with a willingness to adopt a 'hands-on' role	E
Ability to ensure own and team's compliance with company policies, internal working practices and external regulatory requirements	E
A methodical approach to work and strong attention to detail	E
Ability to manage multiple demands, adjust priorities and negotiate timescales as necessary	E
Ability to collate, analyse and interpret large volumes of qualitative and quantitative data	E
Ability to analyse highly complex numerical and written data, assess options, draw appropriate conclusions and make recommendations	E
Ability to apply innovative thinking to identify how new survey methodologies could be beneficial to the organisation and its clients	E

High level of competency in Microsoft Word, Excel, PowerPoint and Outlook	E
Ability to manage databases in Microsoft Access	D
Competent user of statistical software packages (e.g. SPSS, Stata, R, or SAS)	E
Ability to work collaboratively corporately and departmentally, and where necessary with external suppliers and contacts	E
Ability to work to deadlines and tight timescales	E
Ability to manage workload with frequent interruptions, multiple demands on time and requests from stakeholders	E
Ability to work independently under managerial direction, seeking advice on company policy or resource issues as required, and gain required approval at predetermined stages of projects	E
Empathy with Picker and its aims	E
<b>Qualifications</b>	
Educated to degree level or equivalent in a relevant discipline	E

**E = essential D = desirable**

*This job description is not contractual and is liable to change over time.*