

Job Description

A results-oriented job description for the activities of Expert Citizens CIC

Summary of essential functions

| | |
|--------------------|--|
| Job title | Research and Evaluator (12mth fixed term contract with possibility to extend-subject to funding) |
| Reports to | Director of Operations |
| Job purpose | <p>Ensure that company meets or exceeds the expectations of stakeholders</p> <p>by</p> <ul style="list-style-type: none"> • Promoting INSIGHT and peer led research. • Conducting INSIGHT evaluations and research. • Planning and gathering stakeholder feedback. • Evaluating and analysing information. • Producing written reports and providing oral feedback. • Hitting deadlines and sales targets. • Managing human resources, including Peer Researchers. • Developing bespoke INSIGHT standards and building on our digital platform. • Inducting and supervising volunteer Peer Researchers and Evaluators. |

General

| | |
|------------------------|--|
| Line management | • Volunteer Peer Researchers and Evaluators |
| Other results | • Working towards other reasonable results as specified from time-to-time by the Expert Citizens CIC Board |

Salary and benefits

| | |
|-------------------------|--|
| Salary | £24,500 per annum (pro rata 30hrs £19,864.86) |
| Annual leave | 25 days (inclusive of statutory and bank holidays) |
| Part / full-time | Minimum 30 hours per week |
| Pension | Personal Pension Plan |

Person specification

Essential skills, experience, and qualifications

| | |
|-----------------------------|--|
| Education | No specific qualifications are required although a willingness for personal and professional development is to be expected. |
| Equipment skills | Ability to use a computer for producing written communications. |
| Software skills | Ability to use MS Office products, web-based software products, and social media. |
| Communication skills | Excellent communication skills, willingness to learn, takes responsibility for own learning and development, able to compromise, ability to work in a team, ability to work under pressure. |
| Personal qualities | Lived experience of homelessness, mental ill-health, addiction, and/or offending advantageous; empathy with people that have lived or are living through such experiences; passion, drive and determination for providing opportunities for people with multiple needs and the organisations that help them; the ability to frame the issues of multiple needs to generate empathy in others |
| Job experience | Not essential, full training will be given. |
| Other | Seeks expert help and advice when necessary, maintains confidentiality, implements the company values and inspires others to do likewise |

Other role related demands

| | |
|-------------------------|--|
| Physical demands | No specific physical demands |
| Work conditions | Mostly office based environments although field work will be required. |
| Special schedule | Flexibility to work occasional evenings and weekends required. |
| Travel demands | Ability and willingness to travel throughout the UK required. |
| Hazards | Busy environment with potentially tight timescales, regulatory and contractual requirements, working with vulnerable people. |

Essential functions in more detail

Developing services and products intended to delight our customers by;

- Delivering and conducting evaluations and research that meet or exceed customer expectations.
- Conducting research and evaluations in a non-judgemental and ethical manner.
- Driving the continuous improvement if INSIGHT framework as to better meet customer expectations.
- Understanding services and organisations to design bespoke standards that meet customer objectives, as required.
- Collaborating with partners or other organisations to develop and deliver research framework on a specific topic.
- Co-produce evaluation reports and research findings and provide verbal updates to the CIC Board.

Co-Produce appropriate policies, strategies, and plans by;

- Collaborating with colleagues to develop and maintain a suite of policies, strategies, and plans.

Managing human resources by;

- Taking a lead on aspects of evaluation
- Developing people to meet the needs of the business
- Understanding then meeting the reasonable needs of volunteers to maintain their engagement and motivation

Using the human other resources available efficiently

- Inspiring and motivating people to deliver company objectives
- Securing and deploying the tools, skills, and infrastructure to deliver objectives

Evaluating risk and planning to eliminate or reduce it

by

- Contributing to the development and maintenance of a suitable risk log and mitigation plan
- Monitoring and reporting on key risks to line manager – Director of Operations

Notes

The Expert Citizens CIC Board of Directors reserve the right to change or assign other reasonable duties to this position.

Authorisation

I declare that this job description has been reviewed and approved by the Expert Citizens CIC Board of Directors

Signature of Chair

Name

[Here]

Date

[Here]