

Candidate Information Pack

Research, Evaluation and Community Insight Co-ordinator

Welcome

Thank you for your interest in joining Expert Citizens CIC as our Research, Evaluation and Community Insight Co-ordinator and SLT Co-ordinator.

We know that people bring different skills, experiences and perspectives. Some candidates may have developed their knowledge through employment, volunteering, education, community involvement or lived experience. We value all of these equally.

We are particularly interested in hearing from people with lived experience of multiple disadvantage and welcome applications from people whose voices are often underrepresented in the workplace.

This pack will tell you more about the role, our recruitment process, and how to apply.

About Expert Citizens

Expert Citizens is a lived experience-led Community Interest Company based in Stoke-on-Trent. We work alongside people with lived experience of multiple disadvantage to improve services, influence systems, and create opportunities for people and communities to thrive. We believe that people closest to an issue are often closest to the solution. Our work is grounded in co-production, inclusion, and meaningful participation.

About the Role

The Research, Evaluation and Community Insight Co-ordinator will work alongside Expert Citizens members, colleagues and partners to:

- Deliver research, evaluation and consultation projects.
- Gather insight from and with people with lived experience.
- Support community engagement and co-production activities.
- Produce reports, presentations and recommendations.
- Help ensure lived experience informs learning, policy and systems change.
- Support the development of Expert Citizens' Insight Quality Standards.
- The postholder will dedicate approximately one day per week to supporting the SLT with coordination, research, planning and administrative activities that contribute to the effective management of organisational priorities and strategic objectives.
- The role will have a key driver in diversification of our funding

This role would suit someone who enjoys working with people, is curious about how services can improve, and wants to support meaningful change.

What We Are Looking For

We are not looking for a perfect candidate. We are looking for someone who:

- Is committed to working with people with lived experience.
- Understands or wants to learn more about co-production and trauma-informed practice.
- Has an interest in research, evaluation and community engagement.
- Can build positive relationships with a wide range of people.
- Is comfortable working independently and managing their own workload.
- Wants to learn, grow and develop their skills.
- A person who is committed to equality diversity and inclusion

We welcome applicants who have experience through work, volunteering, community activity, education or lived experience.

Our Recruitment Process

We want our recruitment process to be fair, welcoming and accessible. If there is anything we can do to support you throughout the process, please let us know.

Stage One: Application

You can apply in one of two ways:

Option A

Submit:

- A CV
- A written personal statement (maximum 500 words)

Option B

Submit:

- A CV
- A video personal statement (up to 5 minutes)

Personal Statement Questions

Please tell us:

1. Why are you interested in this role?

2. What skills, experiences and/or lived experience would you bring?
3. What does meaningful involvement of people with lived experience mean to you?
4. Tell us about a time you worked with others to gather ideas, feedback, insight or opinions. What did you learn?

Maximum 500 words or 5 minutes. You will need to evidence that you meet the specification withing the job description.

Stage Two: Interview and Practical Exercise

Shortlisted candidates will be invited to complete a practical exercise and then take part in an interview. The panel will consist of the Assistant Director, HR Director (Consultant) potentially one other SLT member, and an Expert Citizens member.

Practical Exercise: Exploring Experiences of Multiple Disadvantage

We would like you to outline how you would approach a workshop with Expert Citizens members to explore their experiences of multiple disadvantage. You will have approximately 10 minutes. You can present your ideas in whichever way feels most comfortable for you:

- PowerPoint
- Notes
- Talking through your ideas
- Flipchart style presentation
- Another creative format

We are not assessing how polished your presentation is. We are interested in:

- Your thinking
- Your values
- Your approach to involving people
- Your understanding of participation and inclusion
- Your willingness to learn

We would like you to cover:

- How you would prepare for the workshop.
- How you would create a safe and welcoming environment.
- Activities or facilitation methods you might use.
- How you would gather information and insights.
- How you would ensure the workshop is trauma-informed.
- What you would do with the information afterwards.
- How you would make sure members understand the impact of their contribution.

Interview

The interview will take place immediately after the presentation. The panel may ask questions such as:

- What attracts you to this role?

- What does co-production mean to you?
- How would you build trust with people who have had difficult experiences of services?
- How would you identify key themes from information gathered during a consultation?
- How do you manage competing priorities and deadlines?
- Tell us about something you have learned recently and how you applied it.

Our Commitment

At Expert Citizens, we believe that diversity strengthens our organisation and improves our work. We particularly encourage applications from people with lived experience of multiple disadvantage and from communities that are often underrepresented in employment and leadership positions. We value compassion, honesty, curiosity, learning and lived experience.

Most importantly, we are looking for someone who shares our belief that people with lived experience should be at the heart of creating change.

Should you have a disability and would like reasonable adjustments please email us and we will pass this to HR.

We look forward to hearing from you.