

Job Description

Research, Evaluation and Community Insight Co-ordinator

- Job Title:** Research, Evaluation, Community Insight Co-ordinator & SLT Co-ordinator
- Reports to:** Assistant Director
- Location:** Dudson Centre, Hanley, Stoke-on-Trent, ST1 5DD
- Contract:** Fixed term until 31 March 2027 (subject to continuation funding)
- Hours:** 37.5 hours per week
- Salary:** 25,749.84 per annum
- Annual Leave:** 28 days (inclusive of bank holidays)
- Role Allocation:**
- Approximately four days per week on research, evaluation and community insight activities.
 - Approximately one day per week supporting the SLT.

Job Description

Summary of essential functions

The Research, Evaluation and Community Insight Co-ordinator will support the development and growth of Expert Citizens' research, evaluation and community insight function.

This is an exciting opportunity to connect research, evaluation, lived experience and practice, using evidence and insight to influence decision-making, improve services and support positive systems change.

Working alongside Expert Citizens members, staff, partners and stakeholders, the postholder will design and deliver research, evaluation, consultation and engagement activities, undertake evidence and literature reviews, and produce meaningful insights that drive learning and innovation. The postholder will champion co-production and trauma-informed practice, ensuring people with lived experience are meaningfully involved in shaping projects, services and organisational priorities.

Approximately one day per week will be dedicated to supporting the Senior Leadership Team (SLT) with research, planning, coordination and administrative activities that contribute to organisational priorities and strategic objectives.

You will support the Assistant Director to deliver the objectives of the wider organisation.

Key Responsibilities

Research, Evaluation and Community Insight

- Deliver research, evaluation, consultation and community insight projects from inception to completion.
- Design appropriate methodologies and project plans.
- Collect, analyse and interpret qualitative and quantitative data.
- Undertake evidence reviews, literature reviews and desk-based research.
- Identify patterns, themes and opportunities from multiple sources of insight and evidence.
- Produce reports, presentations, briefings, case studies and recommendations for a range of audiences.
- Support organisational learning, service improvement and systems change through the effective use of evidence and insight.
- Ensure all activities meet ethical standards, GDPR requirements and organisational policies.

Co-production and Community Engagement

- Champion meaningful co-production throughout all aspects of the role.
- Work alongside Expert Citizens members in an inclusive, accessible and trauma-informed way.
- Facilitate focus groups, workshops, consultations and engagement activities.
- Ensure lived experience is central to research, evaluation and service development activities.
- Build positive relationships with members, communities and stakeholders.
- Support community leadership and participation opportunities.

Organisational Development Support

- Support the development and implementation of the Insight Quality Standards.
- Contribute to organisational learning, innovation and continuous improvement.
- Identify opportunities for new projects, partnerships and funding.
- Contribute to funding applications, proposals and business development activity.
- Promote the Expert Citizens' offer.

SLT Support

- Provide dedicated support to the ALT for approximately one day per week.
- Undertake research, evidence gathering and briefing preparation.
- Assist with planning, coordination and tracking organisational priorities.
- Support meetings, events, stakeholder engagement and organisational communications.
- Prepare reports, presentations and other organisational documents.

Key Relationships

Internal

- Expert Citizens members
- Staff team
- Volunteers
- Senior Leadership Team
- Board of Directors

External

- People with lived experience
- Community organisations and residents
- Local authorities and public sector agencies
- Health and social care partners
- Commissioners and funders
- Universities and research partners
- Voluntary, community and social enterprise organisations
- Regional and national networks

Person Specification

Essential experience, knowledge, skills, abilities and qualifications

Experience of:

- Delivering research, evaluation, consultation or community engagement projects.
- Using qualitative and/or quantitative research methods.
- Producing reports, presentations or written outputs for different audiences.
- Managing projects and competing priorities.
- Working collaboratively with a range of stakeholders.
- Working with people with lived experience of multiple disadvantage.
- Facilitating workshops, focus groups, consultations or co-production activities.
- Fundraising

Knowledge of:

- Research and evaluation methods.
- Community engagement and participation approaches.
- Co-production principles.
- Trauma-informed practice.
- Multiple disadvantage and social exclusion.
- Data protection, information governance and GDPR.
- Evidence reviews, literature reviews and knowledge synthesis.
- How evidence and insight can influence policy, practice and systems change.

Skills and Abilities

- Excellent written and verbal communication skills.

- Strong analytical and problem-solving skills.
- Ability to build positive and productive relationships.
- Ability to work independently and use sound judgement.
- Ability to manage multiple priorities and meet deadlines.
- Ability to analyse and present complex information clearly and accessibly.
- Ability to facilitate discussions and engagement activities.
- Strong organisational and administrative skills.
- Proficiency in Microsoft Office and digital engagement tools.

Personal Qualities

- Commitment to Expert Citizens' values.
- Empathy, respect and a non-judgemental approach.
- Curious, reflective and committed to learning.
- Creative and solution-focused.
- Comfortable working autonomously and taking initiative.
- Collaborative and relationship-focused.
- Passionate about improving outcomes for people experiencing multiple disadvantage.

Additional Requirements

- Willingness to travel locally, regionally and nationally.
- Flexibility to work occasional evenings and weekends.
- Commitment to ongoing learning and professional development.
- Compliance with all organisational policies, including safeguarding, confidentiality, data protection, health and safety, equality, diversity and inclusion.
- You will be expected to also undertake other general office duties as well as supporting members

Please note this JD is not exhaustive, and you would be expected to undertake any other duties deemed necessary by the employer.