

# Research Associate

## Job Description

**Salary range:** Band 5 (£24,893 – £33,944 per annum, plus benefits)

**Job type:** Full-time

**Contract period:** Permanent

**Reporting to:** National Programme Lead

**Department:** Service Delivery Team

**Location:** Oxford (Picker operate a flexible hybrid office/remote working policy. This role will be required to attend the office at peak project times.)

## 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.

## Service Delivery Team

Service Delivery provides tools and services that increase peoples' ability to understand, measure and act upon experiences of care in order to improve its quality. The team works with a wide range of stakeholders, including providers, national bodies, academic institutions, and charities to develop and implement evaluation and improvement programmes that help to deliver person centred care.

## Purpose of the role

The successful candidate will report to a National Programme Lead and will work on programmes such as the Adult Cancer Patient Experience Survey and the Under 16 Cancer Patient Experience Survey (delivered on behalf of NHS England).

With support from the National Programme Lead, the post holder will be required to deliver programme requirements including design and development to ensure that they meet and deliver the needs of the client, stakeholders and beneficiaries.

## 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 specifications, standards, and timescales.
- Assist in designing 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.
- Management of client expectations and the impacts of change and service requests
- Carry out desk research, including literature reviews and scoping studies based on academic publications and grey literature.
- Provide professional advice to colleagues, clients, and partners, referring to the National Programme Lead (in the first instance) as necessary, to enable the organisation to successfully complete projects to the highest standards.

### 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 large scale national quantitative surveys including daily liaison with the client, responding to queries (internal and external), monitoring project progress and completion of tasks to meet required deadlines, escalating concerns/ risks to the National Programme Lead as required, attendance at and contribution to client meetings.
- Produce written and numeric outputs (including but not limited to research reports, blogs, infographics, and trade press articles), including undertaking basic secondary analysis of survey and other data, and present evidence and findings about 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 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.
- Occasionally attend conferences and exhibitions to promote Picker so that the organisation's reputation and visibility are enhanced.

## **General Duties**

- Contributing to the work of Picker 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 Picker.
- Ensuring compliance with all company policies, internal working practices & external regulatory requirements on data protection and ethical standards (e.g., Quality Assurance Framework, Data Protection Act, UK GDPR, ISO 27001, ISO 20252, and MRS Code of Conduct).
- Other reasonable duties, as requested by line manager.

## Person Specification

Experience, knowledge and understanding	
Quantitative research experience with skills in questionnaire design, research methods, and data handling, analysis, and reporting	E
Familiarity with and understanding of the core principles of quantitative research (i.e. understanding of the key considerations when selecting and developing a methodological approach to a question)	E
Knowledge and understanding of best practice in mail, online, and mixed-mode survey methodologies	E
Experience of developing and maintaining relationships with clients, external stakeholders, collaborators, or partners	E
An interest in healthcare quality and person-centred care	D
Working knowledge of current data protection regulations, ISO27001, ISO20252, 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
Experience of giving presentations and facilitating workshops	D
Experience of implementing process standardisation methods (e.g., Lean, Six Sigma)	D
Experience of developing new relationships and business opportunities	D
Experience of writing proposals, tenders, and quotations	D
Skills / Abilities	
Excellent project management skills with a track record in undertaking and managing survey research projects from commissioning through to completion, on time, on budget and to total client satisfaction	E
Ability to build and maintain a network of relationships throughout the organisation, including with colleagues, and with external partners and stakeholders	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 compliance with company policies, internal working practices and external regulatory requirements, seeking advice where necessary	E
A methodical approach to work and excellent attention to detail	E
Ability to collate, analyse and interpret large volumes of qualitative and quantitative data, draft reports, draw appropriate conclusions and make recommendations	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	<b>E</b>
Strongly numerate and confident in using, understanding, and reporting the results of statistical analysis	<b>E</b>
High levels of IT literacy, especially in Microsoft Word, Excel, PowerPoint, Outlook and Dynamics	<b>E</b>
Ability to work collaboratively corporately and departmentally, and where necessary with external suppliers and contacts	<b>E</b>
Ability to analyse survey findings and produces presentation materials for client audiences	<b>D</b>
Ability to present data and information to a wide range of audiences through formal and informal presentations, both written and oral	<b>D</b>
Competent user of statistical software package(s) (SPSS, Stata, R, SAS)	<b>D</b>
Experience of using any of the following specialist software packages: Qualtrics, ClickUp	<b>D</b>
<b>Personal Qualities</b>	
Ability to work to deadlines and tight timescales, managing time and adjusting priorities accordingly	<b>E</b>
Ability to manage workload with frequent interruptions, multiple demands on time and requests from stakeholders	<b>E</b>
Ability to work independently under managerial direction, seeking advice on policy or resource issues as required, and gain required approval at predetermined stages of projects	<b>E</b>
Empathy with Picker and its aims	<b>E</b>
<b>Qualifications</b>	
Educated to degree level or equivalent professional experience	<b>E</b>

**E = essential D = desirable**

Picker is committed to equality, diversity, and inclusion in all that we do. We welcome applicants from diverse communities and backgrounds, and we are a Disability Confident committed employer.

All roles at Picker require a criminal record check. Picker will not automatically refuse to employ someone with a previous criminal conviction.

For further details, please contact Nicola Porter by email; [nicola.porter@pickereurope.ac.uk](mailto:nicola.porter@pickereurope.ac.uk)

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