

Senior Insight Associate

Job Description

Salary: £38,955 per annum, plus benefits

Band: 4

Job type: Full-time

Contract period: 2 year fixed term contract

Reporting to: Team Leader of National Programmes

Team: Service Delivery

Location: Oxford/hybrid (Picker operate a flexible hybrid office/remote working policy – this role can work up to full time from home)

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 Senior Insight Associate delivers key programmes/events across the Service Delivery Team's knowledge transfer and insight work. They work with the charity's clients, supporting them to improve their understanding of their experience evaluations and increase the value they gain from them. The role will help to evaluate and continuously improve these knowledge transfer activities, working closely with wider project delivery colleagues to ensure seamless delivery of Picker's full portfolio of work.

Duties and responsibilities

- Development and delivery of workshop and presentation events for both individual clients and groups of clients in virtual and on-site settings
- Growing the charity’s knowledge transfer work with clients using current work programmes as a platform for deeper engagement with clients.
- Delivery of the charity’s wider knowledge transfer activity such as, webinars, online learning modules, toolkit development, case study development
- Supporting in the development of the charity’s knowledge transfer portfolio
- Collecting and evaluating feedback data and building evidence of Picker’s impact
- To support in developing new approaches to analyse and display data, improving its accessibility and the opportunities for organisations to use data to take actions
- To support in the ongoing evaluation and continuous improvement of the charity’s knowledge transfer activities, building strong impact evidence across the portfolio
- To support the effective planning, administration and resourcing of the charity’s knowledge transfer activities, including embedding, management and updating of these standardised processes
- To work closely with wider project delivery colleagues to ensure a seamless delivery process, effective sequencing and administration of all knowledge transfer activities

General Duties

- Contributing to the work of Picker as a whole by:
 - Fully engaging and participating in the achievement of Picker’s aims and objectives
 - Developing 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 use of survey findings.
- Ensuring compliance with all company policies, internal working practices and external regulatory requirements (e.g. Data Protection Act, ISO 27001, ISO 20252).
- Other reasonable duties as requested by line manager.

Person Specification

Experience, knowledge and understanding	
Desire to have a career in social or healthcare research or market research.	E
Experience of presenting data to external audiences.	E
Knowledge of quality improvement practices.	E
Experience of action planning and helping organisations to action plan.	E
Demonstrable success in engaging event delegates in service improvement activities.	E

Knowledge of health and social care sector.	D
Experience of organising, hosting and/or designing events.	D
Experience of coaching and/or motivating others.	D
Relevant experience in employee surveys, patient surveys, social research, market research or project management.	D
Experience of undertaking quantitative or qualitative research: questionnaire design; experience of online, postal, telephone methodologies; data handling, analysis, and reporting.	D
Good understanding of ethical and data protection standards.	D
Experience of managing and developing client relationships.	D
Skills / Abilities	
Ability to assimilate complex information quickly and communicate key messages effectively to others using a range of approaches/media.	E
Ability to work efficiently to tight deadlines on multiple projects, often under pressure.	E
High degree of self-motivation and resourcefulness combined with a willingness to adopt a 'hands-on' role.	E
Have excellent attention to detail.	E
A collegiate working style – able to work effectively with staff at all levels across the organisation and, where necessary, with external suppliers and contacts.	E
Strong communication and writing skills.	E
Willing and able to travel within the UK.	E
High level of competency in Microsoft Word, Excel, PowerPoint, Outlook, MS Teams and virtual workshop tools (e.g. miro, mural, etc.)	D
Qualifications	
Educated to degree level or equivalent experience/expertise developed and evidenced	E

E = essential D = desirable

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

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