



JOB DESCRIPTION

Role:	Knowledge Manager
Location:	London
Responsible to:	CEO
Objective:	To lead User Voice Knowledge in gathering insight from service users to both influence fundamental changes to the policy and public debate on people experiencing multiple disadvantage, to innovate new services, and to reform systems.
Salary:	Up to £30,000 depending on experience
Hours:	40 hours per week
Holiday:	25 days per annum
Probationary period:	The post is subject to a six month probationary period

USER VOICE

User Voice is a charity led by ex-offenders. We are committed to making the criminal justice system work for everyone. We bring change for institutions, individuals and the agenda – by putting users at the heart:

- Change for institutions: **User Voice Councils** give decision-makers feedback and solutions from their service users. In 2017/18 10,000 service users were engaged through Councils, over 200 solutions were put forward and 94% were accepted for implementation.
- Change for individuals: with the right opportunity, encouragement and support, everyone can play an influential role in society through **User-Led Change**. Probation areas with a Service User Council have on average a lower reoffending rate than those that do not have Councils.
- Change in the agenda: bespoke consultations, **User Research** that gives decision makers the opportunity to hear, and act upon, service user insights.

User Voice represents the views of 1 in 3 people in prison and on probation in England and Wales.

An independent evaluation concluded: *“In cost-benefit terms it is quite clear that User Voice activities have generated benefits that far outstrip operating costs.”*

DUTIES AND RESPONSIBILITIES

At the national level there is a crucial need for insights from people with multiple needs to be used in system reform as this voice is currently almost wholly absent. At the same time User Voice has an unrivalled and significant footprint across the country engaging with the hardest to reach people, through elected and trained service users who can provide the information to fill this void.

There is no one better placed to identify what works, what doesn't, and to be part of identifying the solution than people with current and recent experience of the system. More significantly, there has never been a time when it has been more important and timely that service users are given the platform to be heard, and to be part of transforming services and systems.

User Voice Knowledge, led by the Knowledge Manager, will use the insight from User Voice's Councils to both influence fundamental changes to the policy and public debate, to innovate new services, and to reform systems.

Importantly this is not a research, non-delivery organisation. It is not focused on data analysis which is out of date before it's released.

User Voice consultations have a positive impact on individual participants as a result of the peer-led approach, change institutions along the way by providing them with real time insight and give policy makers a massive reality check.

Responsibilities

Business development and partnerships:

- To lead on the production of competitive proposals for external research and evaluation projects which generate income and to work with any partner organisations to manager and deliver those contracts secured.
- To manage existing and develop new partnerships with external research bodies who meet User Voice's values
- To manage any external contracted partnerships with research bodies and/or consultants

Commissioned research and consultation projects:

- To liaise with clients to ensure that research and consultation projects are clearly defined and the data collected meets their needs.
- To design research instruments and tools for research and consultation projects User Voice are commissioned to undertake.
- To oversee the data collection and analysis of this data.
- To take the lead on producing reports for clients and any other reporting requirements, such as presentations.
- To manage projects to budget and ensure that the deliverables are met.

Policy and communications:

- To stay up to date with policy developments around multiple needs, including crime, homelessness, addiction and mental health
- To be able to communicate the insight gathered through consultations with external audiences in order to influence system change

PERSON SPECIFICATION

Essential:

- Masters level or equivalent relevant experience in social research techniques.
- Demonstrable project management experience.
- Excellent communications skills, proven both in writing and verbally.
- Excellent and proven research skills.
- Experience of developing appropriate methodologies for undertaking research.
- Experience of leading on the production of research proposals and generating income.
- Proven IT skills, with experience of developing, maintaining and manipulating large databases and using other analytical tools for research purposes.

Desirable:

- Doctoral level or equivalent relevant experience in social research techniques.
- Good knowledge of the charity sector and/or criminal justice.
- Personal experience of the criminal justice system.

FURTHER INFORMATION

Equality and diversity

User Voice welcomes applications from ex-offenders and from all sections of the community regardless of race, gender, sexual orientation, religion, age or disability.

Disclosure and Barring Service (DBS) checks

This post is subject to an enhanced criminal record disclosure check via the new Disclosure and Barring Service (DBS) processes, as the post holder will have regular unsupervised access to children, young people and/or vulnerable adults. The purpose of the check is to ensure that the nature of the applicant's criminal record, considered alongside evidence of the applicant's rehabilitation, does not indicate that his or her employment in this role would put current service users at risk.