

**JOB DESCRIPTION**

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| **Role:** | Research Manager/Senior Researcher |
| **Responsible to:** | Head of Research |
| **Location:** | London/Remote with ad-hoc requirement in the office |
| **Salary:** | Up to £35,000 per annum, 5 days per week, depending on experience |

**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 2020/21 over 13,000 service users were engaged through Councils, over 50 solutions were put forward by nearly 700 volunteer Council members and 95% 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 4 people in prison and on probation in England and Wales.

**DUTIES AND RESPONSIBILITIES**

The research manager role will encompass both qualitative and quantitative research within prisons and probation. The successful person will design, manage and report on research that addresses the biggest issues for people in the criminal justice system. The successful person will work very closely with our Engagement Team Members (ETMs), the Head of Research and our clients.

**Key Responsibilities Are:**

* To write research proposals
* Business development
* To design research projects in collaboration with clients, colleagues, service users, prisoners and all other stakeholders
* Building and managing effective client relationships
* To design focus group guides, pen-and-paper questionnaires, scripting online questionnaires etc.
* To project manage end-to-end
* To ensure data collection is on time and of good quality
* To conduct data analysis
* To produce reports and presentations
* Communication of outcomes i.e. feeding into internal and external comms and media activity
* To undertake such other responsibilities as directed by the Head of Research
* To work in a flexible way when the occasion arises so that tasks, which are not specifically covered in the job description, are undertaken.

**PERSON SPECIFICATION**

* Experienced mixed-method researcher with 3+ years in a research agency or clientside. Quant or Qual only experience will also be considered.
* Excellent communication and interpersonal skills
* Business development experience
* Good IT skills and proficient in Word, Excel, PowerPoint and survey software such as Survey Monkey, Google etc
* Excellent attention to detail
* Experience of analysing and reporting qualitative and quantitative research
* Experience/skills to communicate outcomes to a number of different audiences
* Ability to work independently and as part of a small team
* Highly organised, can manage and prioritise workload and that of others
* Knowledge of the criminal justice system (desirable)
* Personal experience of the criminal justice system (desirable).

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

**Criminal record check:** It is a NOMs requirements that this post is subject to an enhanced criminal record disclosure check as the post holder will have unsupervised access to 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.