



JOB DESCRIPTION

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| Role: | Co-Ordinator and Research Assistant |
| Responsible to: | Head of Research |
| Location: | London/Remote |
| Salary: | Up to £25,000 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 unique and values-based organisation. This means that it places its mission and its end goal - engaging with service users and giving them prominence in the process of the improvement of criminal justice services – at the heart of everything it does.

We are committed to making the criminal justice system work for everyone. Our unique approach is designed, deployed and delivered by former service users working alongside current service users and providers. We have been delivering significant change in the Criminal Justice System for a decade and bring about transformation 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.
- **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.

- 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.

Our values are described below, and they and associated behaviours provide the framework for growing and managing the organisation.

Ordering Chaos – Optimism – Resilience – Authenticity - Democracy

There are three key areas of behaviour that relate to working at User Voice:

- As somebody with lived experience of the criminal justice system, how you behave and conduct yourself in all aspects of life
- Your life is manageable, and you can prove it
- You are passionate about helping other people

DUTIES AND RESPONSIBILITIES

The co-ordinator and research assistant role will encompass co-ordination and contribution to both qualitative and quantitative research within prisons and probation. The successful person will work very closely with our regional engagement teams, the Head of Research and will be working with both adults and children in both prison and a community setting. We have two large projects that require a dedicated co-ordinator, however, there are a number of other projects that require co-ordination and research support.

Key Responsibilities Are:

- To co-ordinate and manage the day-to-day activities of projects
- To support in the co-ordination of all other research, monitoring and evaluation projects

- To support in the design of research projects in collaboration with clients, colleagues, service users, prisoners, and all other stakeholders
- To support in the design of focus group guides, pen-and-paper questionnaires, scripting online questionnaires etc.
- To conduct focus groups or individual interviews
- To ensure data collection is on time and of good quality
- To support in the analysis of data
- To draft reports and presentations
- 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

- Highly organised, can manage and prioritise workload and that of others
- Research and project management experience. Interest in both research and project management/co-ordination – the role will involve both to varying degrees.
- Excellent communication and interpersonal skills
- Good IT skills and proficient in Word, Excel, PowerPoint and survey software such as Survey Monkey, Google etc
- Excellent attention to detail
- Ability to work independently and as part of a small team
- Personal experience of the criminal justice system – preferably of prison and or probation.

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

All employment is offered on the basis of skills, experience, merit and need

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 vulnerable adults, young people and/or children. 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.

This post may also be subject to the successful completion of the relevant prison and or probation standard plus security vetting process.