### Job Description

**Job title: Research & Consultation Officer**

**Grade: Grade 7 Post number:**

**Directorate: Communities & Intelligence**

**Unit: Intelligence Unit**

#### Job purpose

To support the Opinion Research and Statistics team in providing a high-quality market research, consultation, engagement and data analysis service that ensures Londoners have a greater voice and influence over policy and decision making.

#### Principal accountabilities

1. To be responsible for the development, management and implementation of qualitative and quantitative research and consultation projects to inform Mayoral policy, priorities and service delivery.
2. To manage individual projects, ensuring they are delivered on time and to budget; liaising with external organisations (such as market research agencies, pan-London organisations and academic institutions) as required.
3. To support the identification and analysis of government and other research sources that contextualises and adds value and to internal research and reporting.
4. To prepare reports, briefings and presentations for GLA policy teams, the Mayor’s Office, the Functional Bodies, or external stakeholders to inform them of relevant external and internal opinion research.
5. To project manage public engagement online and off-line events including project planning, organisation of work streams, delivery, analysis and reporting.
6. To support the development of new and innovative ways of informing, engaging and enabling Londoners to influence public policy in the capital.
7. To have responsibility for financial management of individual projects including tendering and contract procurement, monitoring spend for the duration of the project, and ensuring value for money.
8. To promote and enable equality of opportunities, and the diverse needs and aspirations of London’s communities.
9. Manage staff and resources in allocated to the job in accordance with the Authority’s policies and Code of Ethics and Standards
10. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary, cross-department and cross-organisational groups and project teams

#### Key contacts: Manager, Mayor’s Policy Directors, Assistant Directors, senior managers and policy officers of the Authority and Functional Bodies. Government departments, staff in London local authorities, health authorities and London-wide bodies. External consultants and data providers, bodies dealing with relevant data and analysis in London, nationally and internationally, academic institutions and professional organisations.

**Accountable to:** Senior Research Officer

**Accountable for:** Resources allocated to the job.

**Person specification**

**Technical requirements/experience/qualifications**

1. Experience of designing and delivering either or both qualitative and quantitative opinion and social research projects.
2. An understanding of both quantitative and qualitative opinion research and consultation methods, including experience of working with large datasets to produce accurate analysis and combine findings with qualitative insights.
3. Experience of conducting public consultations, market research or social research with demonstrable skills in project planning, analysis, interpretation and presentation of data.
4. Excellent IT skills including proficiency with spreadsheets and PowerPoint. An understanding of research or consultation database software, such as SPSS, SNAP and NVIVO or similar is desirable.

**Behavioural competencies**

**Research and analysis**

…is gathering intelligence (information, opinion and data) from varied sources, making sense of it, testing its validity and drawing conclusions that can lead to practical benefits.

Level 2 indicators of effective performance

* Proactively seeks new information sources to progress research agendas and address gaps in knowledge
* Grasps limitations of or assumptions behinds data sources, disregarding those that lack quality
* Analyses and integrates qualitative and quantitative data to find new insights
* Translates research outcomes into concise, meaningful reports
* Identifies relevant and practical research questions for the future

**Building and managing relationships**

**…**is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals

Level 2 indicators of effective performance

* Develops new professional relationships
* Understands the needs of others, the constraints they face and the levers to their engagement
* Understands differences, anticipates areas of conflict and takes action
* Fosters an environment where others feel respected
* Identifies opportunities for joint working to minimise duplication and deliver shared goals

**Stakeholder Focus**

**…**is consulting with, listening to and understanding the needs of those our work impacts and using this knowledge to shape what we do and manage others’ expectations.

Level 2 indicators of effective performance

* Seeks to understand requirements, gathering extra information when the needs are not clear
* Presents the GLA positively by interacting effectively with stakeholders
* Delivers a timely and accurate service
* Understands the differing needs of stakeholders and adapts own service accordingly
* Seeks and uses feedback from a variety of sources to improve the GLA’s service to Londoners

**Communicating and influencing**

…is presenting information and arguments clearly and convincingly so that others see us as credible and articulate, and engage with us.

Level 2 indicators of effective performance

* Communicates openly and inclusively with internal and external stakeholders
* Clearly articulates the key points of an argument, both in verbal and written communication
* Persuades others, using evidence based knowledge, modifying approach to deliver message effectively
* Challenges the views of others in an open and constructive way
* Presents credible and positive image both internally and externally

**Decision Making**

…is forming sound, evidence-based judgements, making choices, assessing risks to delivery, and taking accountability for results.

Level 2 indicators of effective performance

* Takes decisions as necessary on the basis of the information available
* Makes decisions without unnecessarily referring to others
* Involves and consults internal and external stakeholders early in decisions that impact them
* Identifies potential barriers to decision making and initiates action to move a situation forward
* Demonstrates awareness of the GLA’s decision making processes and how to use them

**Planning and organising**

…is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard.

Level 2 indicators of effective performance

* Prioritises work in line with key team or project deliverables
* Makes contingency plans to account for changing work priorities, deadlines and milestones
* Identifies and consults with sponsors or stakeholders in planning work
* Pays close attention to detail, ensuring team’s work is delivered to a high standard
* Negotiates realistic timescales for work deliver, ensuring team deliverables can be met

**Organisational awareness**

…is understanding and being sensitive to organisational dynamic, culture and politics across and beyond the GLA and shaping our approach accordingly.

Level 2 indicators of effective performance

* Challenges unethical behaviour
* Uses understanding of the GLA’s complex partnership arrangements to deliver effectively
* Recognises how political changes and sensitivities impact on own and team’s work
* Is aware of the changing needs of Londoners, anticipating resulting changes for work agendas
* Follows the GLA’s position in the media and understands how it impacts on work

**Working Patterns**

No unusual work patterns.

**Reasonable adjustment**

Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work.

8 March 2017 (Christine Wingfield)