

Research and Evaluation Officer

DIRECTORATE:	Engagement and Fundraising
TEAM:	Business Support
REPORTING TO:	Research and Evaluation Manager
CONTRACT:	12 month Fixed Term contract



WORKING RELATIONSHIPS:

Inside Diabetes UK
Engagement and Fundraising directorate; broader areas of the charity including supporter engagement and insight, e.g. Volunteering and Campaigning, Operations, Policy and Campaigns
Outside Diabetes UK
Research organisations and agencies, suppliers, other charities and voluntary organisations, NHS bodies.

OVERALL PURPOSE OF THE JOB:

The job holder will use evaluation and research so the Charity can learn more about the effectiveness of its work and to understand and improve its impact, in line with Diabetes UK's strategic framework.

MAIN DUTIES AND RESPONSIBILITIES:

- Work to a strategic research framework to support Diabetes UK to build a deep understanding its activities and supporters, using qualitative and quantitative methods.
- Work to research standards for the charity, ensuring consistency and quality of methodology, compliance with key legislation, governance, reporting, value for money and process demonstrating tactical changes as a result of new insight.
- Carry out external benchmarking and horizon scanning within the charity and healthcare sectors, to provide context and share best practice to assist Diabetes UK's strategic planning.
- Project manage research and insight, including budgeting, commissioning and managing external service providers; maintaining and reporting an up-to-date status on projects including time tracking, cost, quality, issues, risks and opportunities.
- Present final reports to key internal stakeholders so insight helps to inform organisational communications, strategy and provide the best experience to supporters and people with diabetes.
- Act as champion for educating organisation on research and insights able to explain complex research and methods to those both with and without an in-depth understanding of research.
- Support the development of frameworks for measuring the impact of Diabetes UK's activities, monitoring this impact, and generating value from this, especially in assisting building cases for support. Also supporting the delivery of evaluations of Diabetes UK's activities.
- Highlight where insight could add value and work with stakeholders to identify key research needs
- Support the provision of insight for Priority Impact Areas to support the Research and Evaluation Manager.

PERSON SPECIFICATION:

The best person for this job will be able to:

- Deliver high quality market research, both individually and through engaging relevant agencies.
- Support the provision of high quality impact monitoring and measurement.
- Work effectively with conflicting priorities and manage deadlines.
- Communicate effectively with relevant stakeholders, both verbally and in written format.
- Be proactive and use initiative.
- Present findings effectively to a variety of audiences, both verbally and in print.
- Work collaboratively across the charity to deliver success.

The best person for this job will have experience in:

Essential:

- Delivering and/or commissioning market research, social research or other forms of applied research and insight.
- Commissioning and analysing both quantitative and qualitative research.
- Providing highly professional communication, including report writing and presentation skills.
- Impact measurement, monitoring performance or evaluation.
- Project management.

Desirable:

- Health issues and systems.
- Charity business models.

The best person for this job will be:

- Flexible, disciplined, and able to prioritise work effectively.
- Proactive and a good team player.
- Committed to Diabetes UK's values and sense of purpose.
- Strong understanding of the wider research environment.
- Understanding of and commitment to MRS professional standards and ethics.

Desirable

- Project management trained, e.g. hold PRINCE2 qualification.
- Educated to degree level, or higher in relevant area (e.g. social sciences).