

Employers For Childcare

Job Description

Job Title:	Research Officer
Reporting to:	Policy and Information Manager
Responsible to:	Chief Executive Officer
Salary:	£23,398-£24,964 (NJC Scale 6)
Contracted hours:	37.5 per week – flexible (minimum 25 hours per week)
Contract type:	Permanent

Main Responsibilities

The post holder will be responsible for developing, producing and reporting on key pieces of research linked to the organisational vision of the charity. This research is used to inform Employers For Childcare’s campaigning work to influence policy and to inform key stakeholders such as parents and employers.

Specific Duties

Research

- Work on a wide range of research projects and employ a range of different research methodologies aligned to the vision of Employers For Childcare.
- Draft and agree the terms of reference for research.
- Prepare research instruments, such as questionnaires, and reports.
- Conduct and analyse in-depth interviews with members of the public and large-scale data sets.
- Ensure that research is conducted to a high standard and within a set time frame to meet policy requirements.
- Provide information on what research is already available in a policy area.
- Identify suggestions for future research.
- Work in partnership with external researchers, government analysts, and policy colleagues.
- Produce both written and oral briefs, based on reviews of research evidence.
- Respond to external and internal research enquiries from colleagues, government departments, academics and members of the public.
- Keep up to date with developments in qualitative and quantitative research methods.
- Deliver presentations on research findings at events and conferences.
- Keep up to date with developments in relevant policy and social issues.
- Provide information and analysis on policy issue and development.

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Publications

- Contribute to producing articles for the website and elsewhere for working parents and employers to include relevant, factual and interesting editorial/features to be distributed in printed and electronic format.
- Advise internally on the accuracy of childcare related information produced and proofread materials as required.

Communication, Personnel and Organisational Development

- Participate actively in staff and team meetings to update and share information with colleagues.
- Engage in prompt and full communication both within your own team and across teams to ensure the highest level of customer service at all times.
- Participate in regular staff training and development activities on company services, operating systems, processes and procedures and contribute to same.
- Acquire and retain in-depth knowledge of existing and new company services.
- Continuously review all administrative and operational procedures in your team/area of work and make constructive suggestions for improvement.
- Take ownership of own training and development by putting forward personal training needs, undertake such training as is required to meet these needs and fully utilise all training and support materials which are available.
- Work flexibly and across teams and organisational functions as required.
- Participate in external promotional events at times and venues required including evenings and weekends, and travel as required to meet the needs of the organisation.
- Demonstrate a calm, controlled, pleasant and warm manner with all clients and colleagues.
- Display a flexible and cooperative approach at all times, treating all clients and colleagues with courtesy and respect.
- Undertake any other reasonable duties appropriate to the achievement of the organisation's goals and targets.
- Adhere to company internal customer service standards in terms of telephone greeting & manner, written communications agreed response times etc at all times.
- Record accurately and timely all relevant customer queries for management decision making purposes

Information Security

- Comply with the organisation's Security & Confidentiality policy at all times, ensuring the highest levels of information security, data protection and confidentiality.

This job description is neither exhaustive nor exclusive and may be reviewed depending upon operational requirements and staffing levels.

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