

Evidence & Insight Lead Job Description

Job title:	Evidence & Insight Lead
Hours:	35 hours per week
Employment type:	Permanent
Team:	Strategic Development
Location:	Hybrid
Line Manager:	Associate Director of Strategic Development
Direct Reports:	None

Accessibility: if you need this document in an alternative format, please contact hr@teenagecancertrust.org.

About this role:

This role is critical to Teenage Cancer Trust, ensuring decisions, strategies and services are grounded in robust evidence and a deep understanding of the experiences of young people with cancer. You will lead evidence and insight across the charity, ensuring that existing knowledge and learning, both internal and external, is consolidated, interpreted and shared to maximise its value and impact. Acting as the charity's expert on research and insight, you will identify evidence gaps, commission research to address them, and support teams with qualitative and quantitative insight needs. This will span areas such as system change, policy and influencing, service design and delivery, strategy, brand and fundraising. You will develop organisational capability in research and insight-led decision making.

As well as building strong relationships internally, you will also build external research partnerships and horizon-scan emerging trends to inform the charity's plans. Central to the role is fostering a culture of learning and continuous improvement, enabling teams to use evidence, test hypotheses, evaluate performance and deepen understanding of the lived experience of young people with cancer. In line with Teenage Cancer Trust's values, the role should be delivered collaboratively, inclusively and with curiosity, ensuring the voices and lived experiences of young people remain at the heart of learning, innovation and continuous improvement.

We have a flexible work culture; speak to us about how you can do this job flexibly.

What you'll be doing:

Shaping and planning insight

- You will have significant freedom to shape the charity's approach to insight, ensuring it meets the needs of multiple stakeholders and adds maximum value to the strategy and long-term plan.
- You will identify the charity's insight needs, working across teams and with leadership, and develop a forward-looking and prioritised plan to deliver against them.
- You will support leaders to be future focused, using horizon scanning and an understanding of trends and patterns to inform strategic direction setting.
- You will show creativity and be resourceful in identifying and securing relevant insight to inform the charity's work and strategic development.

Relationship building

- You will establish and maintain excellent relationships with teams across the charity, understanding their evidence and insight needs, supporting them to fill gaps in targeted ways and building capability in designing and using insight.
- You will forge new partnerships with external stakeholders, within TYA cancer research, in health intelligence and with clinical communities.
- You will work at all levels, influencing the demand for and use of insight amongst senior leaders and supporting teams to shift how they engage with insight.
- You will make judgements about what gets prioritised within the insight plan, having negotiated the relative importance and urgency of insight work across teams.

Knowledge management

- You will consolidate existing and new evidence and insight (internally and externally), making it widely available and accessible through appropriate use and design of knowledge management systems

Research, analysis and interpretation

- You will continually enrich the charity's understanding of its operating context and how it can be successful by combining and analysing insight sources to maximise learning
- You will analyse complex information, ranging from health data and academic research through to young people's stories and societal trend forecasts
- You will support teams such as Policy, Public Affairs and Campaigns, Health Engagement and Communications to confidently present evidence and insight to external audiences, including to influence for change
- You will act as an internal expert on research and insight, providing support to projects that have research and insight needs with skills in a variety of qualitative and quantitative research methods
- You will develop a rich understanding of the charity's evidence base, helping teams to build on existing knowledge

- You will make and help others to form recommendations based on what insight tells us

Commissioning

- You will be responsible for an insight budget which will need careful management to ensure it adds maximum strategic value.
- You will commission research where it is needed to fill gaps in understanding and ensuring that any commission best meets the needs of all teams that can benefit.
- You will manage third-party suppliers when they are commissioned to deliver new research and insight, driving value for money, ensuring high quality performance and paying attention to data protection, safeguarding and compliance.
- You will liaise with colleagues in Fundraising to secure financial support for our insight work by clearly communicating its need and impact.

Capability building

- You will build capability and confidence across the charity to seek and use insight to inform decision-making.
- You will support teams with insight and evidence needs, building their capability to define research questions and shape hypotheses, access relevant insight themselves, apply evidence, evaluate performance and drive continuous improvement.
- You will build capability within the charity in user research methods, to drive increased understanding in lived experience of TYA cancer and services.

Contributing to a learning and evidence-driven culture

- You will play a key part in supporting the charity's development of a learning culture, championing the value of insight to inform decision-making, increase effectiveness, and drive impact.
- You will be expected to draw on well-rounded negotiation and influencing skills to promote learning from and use of evidence and insight.

You may be asked to undertake any other duties that are commensurate with the post as requested by your manager and you must carry out the duties of post in accordance with Teenage Cancer Trust policies and procedures.

What you'll bring to the team:

Essential skills and experience

- You will be skilled and experienced in communicating with a diverse range of audiences. You will have presented evidence and insights clearly with different depths of detail for different stakeholders and in different formats.
- You will be skilled in building and maintaining positive relationships, with teams across the charity and with external partners and stakeholders. You will have experience in

negotiating the conflicting priorities of different teams and in influencing for access to information.

- You will have deep knowledge and experience of using a variety of qualitative and quantitative research methods in a range of different contexts and you will be able to critically assess the credibility of external sources of evidence.
- You will have experience in commissioning research from external organisations, working across teams internally to refine insight needs, design research questions, secure best value suppliers, manage supplier performance and share outputs.
- You will have skills and experience in analysing complex information from multiple sources to distil the important insights and relate these back to the strategic development of the charity.
- You will be familiar with sector and subject matter trends in evidence, research and insight and have experience in identifying relevant sources of insight for a particular subject area.
- You will be adept at planning and organising your work, with an ability to plan for the long-term (for example, the year ahead) as well as to effectively manage your time each week and prioritise your workload.
- You will have experience in building capability in other teams, with a gradual tapering of support as confidence and skills grow.
- You will have experience in supporting teams and organisations to develop their learning culture

Desirable skills and experience

- You may have experience of working in a health and/or third-sector context.
- You may have experience of conducting user research to inform service design, using innovative and creative methodologies.

Safeguarding Commitment

Teenage Cancer Trust is committed to safeguarding and promoting the welfare of young people and adults at risk. We expect all staff and volunteers to share this commitment and to contribute to creating a safe and inclusive environment for everyone we work with.

Disclosure and Barring Checks (DBS)

At Teenage Cancer Trust we're committed to delivering a service to teenagers and young adults with cancer that is embedded in safeguarding and safe working practice guidance. This role will be subject to a **Basic** Disclosure and Barring Service check.