



Job Description

Role Title	Research and Insight Analyst
Department	Analysis and Insight Strategy, Insight and Portfolio Directorate
Responsible to	Research and Insight Manager
Job Level	Level 6

As a Research and Insight Analyst at the National Fire Chiefs Council (NFCC), you will be a key member of the Analysis and Insights (A&I) team, dedicated to empowering the NFCC and UK Fire and Rescue Services with actionable insights that drive informed decision-making. You will work collaboratively with a team of research and data analysis professionals to support the team's objectives and contribute to the wider goals of the NFCC.

Your role will involve using your skills to deliver valuable insights through effective information gathering, detailed analysis, and comprehensive reporting. You will work on both routine and ad-hoc projects, supporting the team in responding to major events within the fire and rescue sector.

Key responsibilities / level of accountability for delivery

- Following the processes and policies set out in the A&I team's terms of reference document, to ensure high quality, consistent approaches to all work.
- Designing and executing information gathering exercises, ensuring that they are clear, easy to understand and will yield the information required to produce the identified output. Information gathering methods primarily include designing online survey tools and question sets but can also include workshops, interviews and focus groups.
- Ensuring the validation and quality assurance of any information gathered to ensure that all insights gathered are accurate and statistically significant.
- Interpreting findings and drawing meaningful conclusions using quantitative and qualitative analysis techniques.
- Producing clear, concise and well-structured outputs, utilising visualisations to enhance understanding and engagement when presenting to stakeholders. These outputs could be developed using MS Excel, MS Word, PowerPoint, PowerBI or similar.



- Ensuring the Strategic Improvement Model (SIM) is kept up to date by reviewing and analysing reports about UK FRSs (from the inspectorate (HMICFRS), major inquiry reports, independently commissioned reports and other sources.
- Supporting the work of the NFCC Organisational Learning team and ACER (Academic, Collaboration, Evaluation and Research) Group
- Familiarity with research methodologies and outputs, such as literature reviews, and using them to identify trends, gaps, and best practices
- Assisting as required when the A&I team is commissioned to support work related to major events or incidents
- Assisting as required with team administrative duties

Key outputs including typical timeframes

- Gathering information and evidence from fire and rescue services that will then be transformed into insights that can be used to make business decisions within the NFCC
- Reviewing relevant fire and rescue-related reports and updating the internal databases and the Strategic Improvement Model (SIM)
- Regular and ad-hoc insight reports based on the information within the Strategic Improvement Model (SIM) and other relevant sources
- Regular and ad-hoc insight reports based on the reports from the inspectorate (HMICFRS) and any other relevant reports

Key Relationships

- Other members of the Analysis and Insight Team
- NFCC Organisational Learning team
- ACER (Academic, Collaboration, Evaluation and Research) Group
- Research and data/insight staff in UK FRSs

Education, Qualifications, Experience

- Experience working as a research analyst, or equivalent
- Excellent qualitative research skills, including survey question design, and thematic analysis.
- Excellent presentation skills with the ability to design and develop engaging outputs



- Good numerical skills with the ability to spot trends and anomalies
- Good MS Excel skills (including Pivot tables and charts, complex formatting and formulas)
- Good communication and interpersonal skills to be able work within a team working solely from home
- Some experience of data visualisation tools such as PowerBI would be beneficial
- Experience working with academia and/or on academic research would be beneficial

Behaviours and Values

Organisational Values

- Be a champion of inclusion, equality and diversity, committed to creating safe working environments where individuals flourish, develop and thrive.
- Drive to make a real difference across our communities.
- Treat people with respect and trust and empower staff to do a great job.
- Take ownership and responsibility of actions and learn from mistakes.
- Act with integrity at all times.
- Use your significant expertise to shape safety for our communities and support our members

Team Values

- **Excellence:** We uphold high standards and base our insights on rigorous analysis and sound evidence, producing high quality work
- **Transparency & Collaboration:** We share our findings openly and work closely with NFCC colleagues, members and our key external stakeholders.
- **Innovation & Continuous Improvement:** We embrace new technologies and methods to enhance our capabilities
- **Impact & Relevance:** We strive to provide insights that make a real difference, improving Fire and Rescue Services.