

# Research Associate

## Job Description

<b>Salary range:</b>	£31,016 - £35,446 per annum, pro rata
<b>Band:</b>	5
<b>Job type:</b>	Full-time (37.5 hours)
<b>Contract period:</b>	Permanent
<b>Reporting to:</b>	Senior Research Associate
<b>Team:</b>	Service Delivery
<b>Location:</b>	Oxford / up to 100% remote working in line with Picker's Home and Remote Working Policy.

## Picker Institute Europe

Picker is an Oxford-based charity with an international reputation as a key authority in the measurement and improvement of patient experience. Our mission is to make person-centred health and social care a reality for everyone. Our vision is person centred care for all, always.

Researching and measuring the experiences of patients, service users, and staff are key areas of our work. We develop and run surveys for a wide range of public and private healthcare organisations, as well as national bodies, voluntary sector organisations and international healthcare providers. Furthermore, we conduct original research using qualitative and quantitative social research methods to investigate issues related to people's experiences of care and organisations' efforts to improve services.

## The Service Delivery Team

Service delivery provides tools and services that increase peoples' ability to understand, measure and act upon experiences of care to improve its quality. The team works with a wide range of stakeholders, including care providers, national bodies, academic institutions, and charities to develop and implement research, evaluation and improvement programmes that help to deliver person centred care.

## Purpose of the role

The Research Associate leads on and assists with specific research projects (including desk research, survey projects and qualitative research) and disseminates results to various audiences, such as clients, stakeholders, collaborators, patients and members of the public.

## Duties and responsibilities

- Day to day project management of research projects including quantitative survey development and implementation, qualitative research, mixed mode evaluation projects and secondary analysis of survey and other data, including
  - Administrative duties for qualitative research studies including preparing documentation (information sheets, consent forms, incentive administration), liaising with external recruiters and transcribers, arranging venues, reading and anonymising transcripts.
  - Involvement in qualitative research tasks including assisting with participant recruitment, scheduling and moderating focus groups, and conducting in-depth interviews remotely and/or face to face.
  - Assist in designing questionnaires and testing as appropriate, including cognitive interviewing, to ensure that they meet and deliver needs of the client and target group.
  - Assist in designing sampling strategies for surveys, advising on and making recommendations about survey modes and testing methodological changes and innovations.
  - Carry out proof-reading and other quality assurance tasks, including checks on written text, data and other referenced information.
  - Ensure all surveys and other documentation are published in accordance with company working practices, internal working practices and external regulatory requirements.
- Day to day client liaison including responding to emails and telephone calls, as required.
  - Provide professional advice to colleagues, clients and partners, referring to Senior Research Associates as necessary, to enable the organisation to successfully complete projects to the highest standards.
  - Build and maintain relationships with new and existing clients, external stakeholders, partners and collaborators, to ensure the organisation understands its clients' current and future needs and that clients remain up to date with the products and services available.
- Assist in preparing proposals, tenders and quotations, coordinating input from colleagues as required, ensuring that all documents are accurate and produced to agreed standards and timescales.
- Carry out desk research, including literature reviews and scoping studies based on academic publications and grey literature.
- Collating, managing and checking data sets, resolving data queries, responding to enquiries to ensure that data collated are accurate and of the highest standard.
- Assist in the analysis of qualitative and quantitative data including analysis plan development, with the support of Senior Research Associates and the Data Science Team, as necessary.
- Interpreting results and producing written and numeric outputs (including but not limited to research reports, blogs, infographics, conference abstracts, academic journal papers, trade press articles), and present evidence and findings about complex subjects to a wide range of audiences, ensuring an understanding of the subject and issues arising and enabling informed decision making.

- Prepare, support, and deliver presentations of research activities and findings to various audiences, including workshops to assist clients and healthcare professionals with interpreting feedback and improving care quality.
- Assist with publicising Picker's research activities at conferences and in other formats such as online content, to increase the organisation's visibility and enhance its reputation.
- Work collaboratively with Picker colleagues, creating strong links between other programmes and projects, to promote the use of services, products and survey findings that improve the quality of health and social care.

## Flexibility

Contributing to the work of Picker as a whole by:

- Fully engaging and participating in the achievement of Picker's aims and objectives.
- Advocating new approaches, processes and methods to enhance Picker's performance.
- Promoting the sharing of knowledge and communications across teams within Picker; working closely with other teams to deliver projects and promote the work of the Charity.

## General Duties

- Ensure data and information are collated, stored and analysed in compliance with all company policies, internal working practices and external regulatory requirements.
- Ensuring compliance with ethical and data protection standards.
- Occasional travel for research activities, client meetings, conferences.
- Other reasonable duties, as requested by line manager.

## Person Specification

Experience, knowledge and understanding	
Quantitative and qualitative research experience with skills in questionnaire design, research methods, and data handling, analysis and reporting	E
Familiarity with and understanding of the core principles of both quantitative and qualitative research (i.e. understanding of the key considerations when selecting and developing a methodological approach to a research question)	E
Knowledge and understanding of the variety of survey methodologies available to collect data	E
An interest in healthcare quality and person-centred care	E
Experience of preparing written proposals, tenders and quotations	D
Experience of developing new relationships and business opportunities	D
Experience of giving presentations and facilitating workshops	D
Experience of developing and maintaining relationships with clients, external stakeholders, collaborators or partners	D

Significant working knowledge of the current data protection regulations, ISO 27001, ethical requirements around research, and the provisions of the Health and Social Care Act relating to patient confidentiality and research (e.g. section 251)	D
<b>Skills / Abilities</b>	
Ability to build and maintain a network of relationships with colleagues throughout the organisation, and with external partners and stakeholders	E
Excellent writing skills and a demonstrable ability to write to a high standard for a range of different audiences and to proof and edit the work of others, including identifying novel/ innovative ways to present research or survey evidence to different audiences	E
A high degree of self-motivation and resourcefulness combined with a willingness to adopt a 'hands-on' role	E
Ability to ensure own compliance with company policies, internal working practices and external regulatory requirements, seeking advice where necessary	E
A methodical approach to work and strong attention to detail	E
Ability to manage multiple demands, adjust priorities and negotiate timescales as necessary	E
Ability to collate, analyse and interpret qualitative and quantitative data, draft reports, draw appropriate conclusions and make recommendations	E
High level of competency in Microsoft Word, Excel, PowerPoint, Outlook and Teams	E
Ability to work collaboratively corporately and departmentally, and where necessary with external suppliers and contacts	E
Ability to work to deadlines and tight timescales	E
Ability to manage workload with frequent interruptions, multiple demands on time and requests from stakeholders	E
Ability to work independently under managerial direction, seeking advice on policy or resource issues as required, and gain required approval at predetermined stages of projects	E
Empathy with Picker and its aims	E
Excellent project management skills with a track record in undertaking and managing survey research projects from preparing a proposal through to completing on time, on budget and to high quality	D
Ability to present data and information to a wide range of audiences through formal and informal presentations, both written and oral	D
Ability to analyse highly complex numerical and written data, assess options, draw appropriate conclusions and make recommendations	D

Ability to analyse survey findings and produce presentation materials for client audiences	D
Ability to apply innovative thinking to identify how new survey methodologies could be beneficial to the organisation and its clients	D
Strongly numerate and confident in using, understanding, and reporting the results of statistical analysis	D
Familiar with scripting survey questions in software such as Qualtrics	D
Competent user of at least one statistical software package (preferably SPSS but also including Stata, R, or SAS)	D
<b>Qualifications</b>	
Educated to degree level or equivalent in a relevant discipline, or equivalent experience	E

**E = Essential D = Desirable**

Picker is committed to equality, diversity, and inclusion in all that we do. We welcome applicants from diverse communities and backgrounds and we are a Disability Confident Committed employer.

All roles at Picker require a criminal record check. Picker will not automatically refuse to employ someone with a previous criminal conviction.

For further details, please contact the HR team – [hr@pickereurope.ac.uk](mailto:hr@pickereurope.ac.uk)

*This job description is not contractual and is liable to change over time.*