

RDI Research Analyst

Context

The Research, Development and Innovation (RDI) team exists to develop, improve and strengthen CAP's critical work in the UK, and around the world. Our role is to lead on the most strategic research, development and innovation projects whilst enabling other teams in CAP to also grow in these disciplines. We are driven by an endless quest to make things better, to challenge the status quo and to take as much advantage of the world of opportunity and fresh thinking outside and inside of CAP. The RDI team also collaborates with the CAP international partners when leading on projects with global implications.

Purpose

The Research, Development and Innovation Research Analyst reports to the Head of RDI and works with them, as part of the RDI management team, to lead the RDI team. They will do this by applying project management skills to deliver research that changes conversations, develop products that change clients' lives and create ideas that change CAP. This role will not only lead projects but influence the culture and practice of the RDI team and data driven decision making across the organisation.

Passion

We are passionate about challenging the status quo. We want to see things improve – at times around the margins, at times in major step changes in what we do or how we do it. We are driven in it all by delivering the best service and value to our clients and supporters.

Personality

We are inquisitive, creative, innovative people who thrive on delivering excellence in the detail.

Role:

Accountabilities:

- Lead strategic research projects and work as part of wider team of project managers to achieve agreed project objectives (e.g developing CAP's Theory of Change)
- Develop CAP's approach to quantitative studies, including survey design and quantitative data gathering

- Develop CAP's approach to qualitative studies, including recruiting people for and lead focus groups, as well as carrying out interviews and conducting surveys
- Tailor research methodologies to the project
- Capture accurate data concerning the organisation's performance.
- A responsibility to communicate information in a visually engaging way
- Ensure the charity dashboards are accurate and useful for Trustee Board, Core team and management decision making purposes
- Operate in a consultancy capacity for others leading research projects.
- Facilitate training on best practice RDI and project management principles.
- Liaise with project boards to meet agreed expectations around project timescale, scope, quality and costs.
- To think creatively and innovatively about how to improve existing services, processes and service delivery.
- Spend time with 'users' (CAP staff and clients) to inform development projects.
- Take responsibility for personal learning and development in project management, research and innovation best practice to apply to your role.

Measurable Outputs:

- Statistics and management information delivered to agreed timescales
- Level of accuracy in all MI provided below agreed error level
- Successfully deliver projects to agreed timescale, scope, quality and costs.
- Deliver agreed customer satisfaction levels (as measured in project reviews).
- Respond to internal queries within 2 working days.
- Respond to international queries within 24 hours.

Culture:

- Clearly live out and embrace the cultural values of CAP.
- Clearly demonstrate a heart and passion for the charity.
- Sincere acceptance, understanding and practice of the Christian ethos and purpose of the Charity.

Other Responsibilities Include:

- Being willing to pray with staff and be fully engaged with our Christ centered culture.
- To encourage friends, family and other contacts to support the charity through the Life Changer program, and other fundraising initiatives.
- Attendance at annual CAP staff conferences .
- Complete all compulsory CAP training within given timescales.

The above job profile is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.

Person:

Education:

- Degree level education, or equivalent, ideally in a related discipline

Experience:

- Experience of data analysis techniques and their limitations
- Experience of using a mix of research methodologies and data sources

Desirable:

- Experience of project management
- Experience of writing data queries to extract data from IT systems i.e. MySQL and Excel

Skills / Abilities:

- Ability to develop relationships with other teams and managers
- Good strategic insight and understanding of organisational
- Excellent communication at all levels
- Ability to work accurately and pay attention to detail.
- Passionate about developing and improving existing systems and processes.
- High level of discretion
- Excellent problem solving, analytical and evaluation skills
- Excellent data analysis skills
- An ability to lead in a wide range of settings.
- Ability to understand situations and complex discussions quickly.
- High emotional intelligence and ability to understand the human factors involved in the role
- Ability to understand data, situations and complex discussions quickly

Christian Commitment:

- The candidate must be able to give both verbal assent to and practical demonstration of Christians Against Poverty's Statement of Faith and Core Values

- Must be able to actively participate in prayer and worship, whether individual, small group or corporately, as an expression of their own personal faith and in line with CAP's Statement of Faith.

All adults working in, or on behalf of CAP have a responsibility to safeguard and promote the welfare of children and adults. This includes: A responsibility to ensure a safe environment in which CAP Services can be delivered. Identify children and adults where there may be safeguarding concerns and to follow the CAP Safeguarding Policy in addressing any concerns appropriately.

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