



Research, Data and Insight Service Manager

£40,000

35 hours per week

Passionate about student experience? We have an exciting opportunity to join us in a new 'Research, Data and Insight service manager' role, leading and developing our work in these areas.

Who we are

Here at the Union, we provide services, opportunities, and facilities for our diverse membership of over 35,000 students. With students at the very heart of all we do, the Students' Union exists to represent students' academic interests, help them to look after their wellbeing and ensure we give our students quality opportunities during their time at Sheffield Hallam.

What's the job?

Accountable for the strategic development and operational delivery of our research, data, business analysis and insight functions; you will ensure that we are a research and data driven Union who listens to the voices of our students and improves performance and impact as a result.

Delivering an annual programme of applied research and insight, you will deploy a diverse range of qualitative and quantitative methods and techniques; ensuring that that our strategy and policy making is valued by the University, delivers what students need, is rooted in evidence and results in positive change.

Explicitly owning student feedback, our annual 'Student Voice Report' and being the SU's lead for the National Student Survey; you will present data and insight driven recommendations, following these through the implementation process, and measuring change, impact, and user acceptance.

Who you are:

Qualified to degree level in a relevant research related discipline or equivalent qualification; you will be experienced at leading the development and delivery of research, insight, and service user voice activity to drive strategy, policy, and the production of evidence-based change.

Skilled in the use of primary and secondary quantitative and qualitative research data, sources and methodologies, you will have relevant experience analysing complex and technical research data.

With excellent stakeholder management skills, and the ability to think critically, you will be outcome focused and driven by a desire to create excellent customer experience.

Why apply?

Apart from being paid for a job you will love, there are other benefits for joining us. We have a culturally diverse and progressive atmosphere; you will get generous paid holidays and flexible working patterns. We are professionals and take pride in the work that we do but we also do not take ourselves too seriously, so expect a casual dress code and work environment. You will also be eligible to apply for a TOTUM (NUS Extra) discount card, accessing a range of savings from leading retailers. Alongside that, we understand the value and importance of our staff continuously developing personally and professionally.

We are committed to equality of opportunity for all. We welcome applications from individuals regardless of their race, ethnicity, sexual orientation, religion, age, gender, or disability status. We want to support diverse and inclusive work environments and are actively looking for people who share our values.

If you would like any further information or an informal enquiry about the roles please contact Lee Porter (Director of Engagement & Retention) at Lee.Porter@shu.ac.uk

For further information and an application pack (please note we do not accept CVs without the supporting documents), please visit the Sheffield Hallam Students' Union website

<https://www.hallamstudentsunion.com/jobs-with-shusu/>

Closing date for receipt of all applications is **10am Monday 11 November 2024**

Interviews are currently planned to be held on **Tuesday 19 November 2024**