

**Job Description:** Research, Data & Insight Service Manager**Salary:** £40000**Responsible to:** Director of Engagement and Retention**Responsible for:** The Research, Data and Insight Service, with specific line management responsibility for the Market Research and Data Analyst, the Researcher, the Business Analyst and other potential staff and/or student staff posts as required.

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This job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

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**1. Purpose of Post:**

Accountable for the strategic development and operational delivery of our research, data, business analysis and insight functions.

Focussed on ensuring that we are a research and data driven Union, this role will own the delivery of rapid and applied research, data, insight and business analysis, ensuring that we are listening to the voices of all our students and improving organisational performance and impact.

**2. Main Duties and Responsibilities**

- Lead the organisation's Research, Data and Insight service in the delivery of your strategic and operational plans, monitoring and reporting on progress and key performance indicators.
- In consultation with the Director of Engagement and Retention, lead on defining the strategic direction, growth and operational objectives for your area.
- Deliver an annual programme of applied research and insight by planning, advising on, designing, analysing and presenting research projects, using a diverse range of qualitative and quantitative methods and techniques, that ensures 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.
- Manage the development and implementation of our strategic and operational approach to data and business analysis, to inform organisational decision-making and improve the student experience, ensuring targets and key performance indicators are agreed and tracked.
- Oversee, manage and share student feedback and insight using digital and other systems
- Draft and deliver the SU's annual Student Voice Report and work with the University to monitor, and feedback to students, the progress of the recommendations within the report.
- Lead on the commissioning, analysis and reporting of data, including CRM, to improve the SU's organisational efficiency, ensuring our research, data and insight is being fully understood and utilised by senior managers to demonstrate and evidence our organisational performance and impact.
- Use external and internal benchmarking to assess the organisation's performance.
- Achieve service excellence through quality accreditation, ethical and GDPR compliance, and adopting good practice.

- Be the SU's lead for the National Student Survey, analysing both the SU's and the University's results, making clear recommendations on how the SU can continuously improve its scores and national and comparator ranking.
- Work in partnership with key senior University personnel and develop collaborative working arrangements and ensure a co-ordinated and streamlined approach to the provision and dissemination of our research.
- Lead on the production of student written submissions including the Teaching Excellence Framework and the Access and Participation Plan.
- Be an advocate for the Students' Union and take a pro-active role in representing the Students' Union at relevant meetings and on committees and boards, including establishing, chairing, facilitating and servicing committees and meetings as required.
- Work with others across the organisation and the University to develop and promote our equality, diversity and inclusion ambitions
- Work collaboratively with senior managerial colleagues and other staff to promote and facilitate cross-organisational working
- Support our Elected Officers and student representatives in their political role; working with them on their research requirements, helping them lobby for change and assisting them to achieve their objectives and support their wellbeing.
- Work in partnership with key senior University personnel and develop collaborative working arrangements with other external stakeholders to raise the Students' Union's profile.

**PERSON SPECIFICATION**  
**Research, Data and Insight Service Manager**

<b>Requirements</b>		<b>Essential Desirable</b>	<b>Assessed by*</b>
<b>1</b>	<b>Qualifications/Training</b>		
1.1	Qualified to a degree level in a relevant research related discipline or equivalent qualification	E	A
1.2	Post-graduate research qualification	D	A
<b>2</b>	<b>Experience</b>		
2.1	Leading the development and delivery of research, insight and service user voice activity to drive strategy and policy and produce evidence-based change, including using primary and secondary quantitative and qualitative research data sources and methodologies, complying to sector standards, ethics and good practice	E	A/I/T
2.2	Utilising digital platforms and programmes and statistical analysis software e.g. SPSS, NVIVO, survey design programmes and Excel	E	A/I
2.3	People management skills with experience of building and managing high performing teams in a value driven organisation	E	A/I
2.4	Analysing complex and technical research and data, and turning this into actionable insight to communicate and disseminate to a wide variety of diverse stakeholders, including our student population, academic and professional personnel and trustees	E	A/I/T
2.5	Setting, monitoring and reporting against targets to key internal stakeholders and implementing action plans for improvement where required	E	I
<b>3</b>	<b>Knowledge, Skills and Attributes</b>		
3.1	Excellent stakeholder management skills with the ability to deliver highly effective collaborative working and persuade and influence, internally and externally	E	A/I
3.2	Able to think critically and exercise independent judgement and discretion, with a solution focused attitude	E	I
3.3	Outcome focused, driven by a desire to create excellent customer experience with the ability to motivate the team to achieve targets	E	I
3.4	Able to think creatively to continuously improve services	E	I
3.5	Commitment to and understanding of inclusion within a diverse and multicultural environment	E	T/I

\* Application (A), Task (T), Interview (I)