

# Job Description



<b>Job title:</b>	Senior Research Officer
<b>Department:</b>	Policy and External Affairs
<b>Reporting to:</b>	Research Manager
<b>Salary:</b>	£39,936 per year
<b>Hours:</b>	35 per week
<b>Location:</b>	Crisis Skylight London (regular travel to other locations in the UK)
<b>Contract type:</b>	Fixed term contract until 30 June 2023

## Aim and influence

- Responsible for leading Crisis' research programme looking at understanding Black, Asian, and other minoritised ethnic groups and their experiences of homelessness as part of a wider strategy to help people out of homelessness and campaign for the changes needed to solve it altogether.
- Undertake a range of qualitative and quantitative research including the management of Crisis' research to increase our understanding of the different experiences of homelessness and access to support caused by structural and social inequality in relation to Black, Asian and minoritised ethnic communities
- With support from the Research Manager, work with others to involve them in the research project and provide updates on progress, including staff, research partners, an 'experts by experience panel', and external stakeholders

## Other key details

- We value diversity, promote equality and particularly encourage applications for this role from people who identify as having heritage from Black, Asian and other minoritised ethnic groups.
- Occasional evening and weekend work might be required and time off in lieu will be given in accordance with Crisis TOIL policy
- Some travel with overnight stays may be required

## Organisational chart



*Please note structure is subject to change*

## Job responsibilities

- Work with the Research Manager to lead Crisis' research programme into Black, Asian and minoritised ethnic experiences of homelessness. This role will be responsible for leading the design of the research, carrying out fieldwork, managing external research partners, and reporting on this area of focus.
- In collaboration with colleagues across Crisis, to effectively plan and execute internal and external research projects (including defining the scope of the project, key messages for external communication, timeline development, organising project activities, managing problems, and ensuring quality control).
- Prepare and manage reports and other research outputs for publication within agreed timescales and ensure all outputs are of high standard.
- Lead on the management, delivery and dissemination of externally commissioned work (e.g., commenting on draft research instruments, such as questionnaires, and editing draft reports).

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- Work with the Research Manager and externally commissioned partners to involve people in the research (e.g. in the form of peer research) who are from minoritised ethnic groups and have relevant experience of homelessness, housing insecurity or delivering support
- To represent Crisis at a range of levels, including co-ordinating and participating in briefings with academics, civil servants, other relevant policy makers and representing the organisation on public platforms
- To deputise for the Research Manager as required and provide mentoring and support for the Research Officer

### General responsibilities

- Actively encourage and support member involvement within Crisis
- Develop an understanding of homelessness and Crisis' aims
- Follow Crisis policies and procedures, including health and safety
- Carry out other reasonable duties that may be required

### Person Specification

#### Essential

1. Demonstrable knowledge / understanding of structural and social inequality issues in relation to Black, Asian and minoritised ethnic communities
2. In-depth knowledge and understanding of research methodologies, with extensive experience in developing appropriate methodologies and corresponding primary research instruments for specific research projects.
3. Proven experience of carrying out research looking at structural and social inequality issues in relation to Black, Asian and minoritised ethnic communities
4. Experience of commissioning external research in a high pressure and reactive working environment including stakeholder management
5. Extensive experience of conducting and analysing quantitative and qualitative social research, including surveys, focus groups and in-depth interviews.
6. Use of and commitment to the maintenance of research ethics and data protection issues and understanding of GDPR.
7. Excellent writing skills, with experience in collecting, analysing and presenting evidence in order to produce reports, data visuals, practical outputs and policy recommendations.
8. Strong communication skills including the ability to write influencing materials clearly (e.g. briefs, blogs, reports) and the ability to present material to diverse audiences

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9. A proactive and creative approach to research work, including use of innovative methods e.g. peer research/co-production, an ability to be flexible and work collaboratively with others to design research meet policy, campaigning and communication needs
10. Strong team player with track-record of working cross-organisationally, including with frontline services and communications teams.
11. Commitment to Crisis' purpose and values including equality and social inclusion
12. Good Knowledge/understanding of housing and homelessness issues and policy in Scotland, Wales and locally in England

## Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

**The person specification requires a qualification or experience that I do not have. Is it still worth me applying?**

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

**Can I apply by sending my CV?**

Occasionally we accept CVs and a covering letter but only if this requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

**What should I do if I can't complete an online application?**

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team [jobs@crisis.org.uk](mailto:jobs@crisis.org.uk) It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

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### How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

Support your statements with specific examples that show how you meet each of the person specification points. You may wish to use the **STAR approach**:

#### S or T – Situation or task

Describe the situation or the task that you had to complete. It could be something from your previous employment or personal experience – just make sure it's relevant. Given enough detail for the person shortlisting to understand what was involved

#### A – Action

Describe the action you personally took to resolve the situation or task. Explain the process/steps you took. Even if you are describing a group project, describe what you did rather than what the team did as a whole

#### R – Result

This is the crucial part of the answer. Explain how your actions resulted in a successful outcome. Talk about what you achieved, the benefits and what you learned.

A strong application will also be in line with the **Crisis Values** that you can find on our website.

**Please note!** If you don't provide full responses against all the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

### How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

### If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

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### Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

### Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

### I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

## Crisis Jobs Online

### I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

### I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

### Where can I get help?

If your query has not been answered above, you can contact the HR Team [jobs@crisis.org.uk](mailto:jobs@crisis.org.uk) for support.