

JOB DESCRIPTION

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| JOB TITLE: Research & Business Insights Manager | REPORTS TO: Head of Quality Assurance |
| Accountable to: Director of Quality & Innovation | TEAM: Quality & Innovation (Q&I) |

JOB PURPOSE:

The role will sit within GamCare's Quality and Innovation directorate, with a focus on our Criminal Justice, Women's and Young People's Programmes. Our programmes raise awareness of gambling harm with professionals and young people, facilitate stakeholder through leadership, explore and test new approaches to support people affected by gambling and develop insights and models of best practice in gambling education and prevention. This is an emerging field of work, and it is critical so our success that we can analyse our impact, and share learning with internal and external stakeholders

The Research and Business Insights Manager will lead this work across GamCare's Programmes and will manage the organisational data and insights function across all GamCare's delivered services.

This role will combine delivery of research and data analysis to create business insights work to improve delivery, liaison and communication of learning both internally and externally, management of a small Data and Insights team, and developing an organisational approach to collaboration with external research opportunities.

Key Duties and Responsibilities

Leadership:

- To provide strong leadership with regards to data and knowledge management and support continuous improvement in line with organisational values and standards.
- To contribute to the organisational strategic business planning, including development of operational plans, in line with commissioner and organisational requirements.
- To ensure service users and other stakeholders are involved in the design, ongoing improvement, and evaluation of work streams/projects.
- To actively manage diversity and promote equality and rights across the organisation.
- Attend and contribute constructively to regular line management supervision and continuous professional development protocols.
- Support the recruitment and line management of identified roles within the Quality & Innovation Directorate
- Provide line management to data roles across the organisation

Core:

- Keep abreast of external research/insights/developments in the gambling sector
- Be the main point of contact for research and insights in GamCare
- Design and deliver evaluation systems for the programme e.g. surveys, focus groups, case studies
- Translate qualitative and quantitative information into accurate project insights
- Communicate research and insights through presentations, reports and meetings

- Lead Theory of Change development for programmes and services as required
- Liaise with key stakeholders internally, including treatment and communications teams, to ensure best practice insights are understood and implemented
- Liaise with external stakeholders to raise awareness of GamCare's learning in the context of emerging research
- Support and encourage the involvement of people who have Lived Experience of gambling and/or the criminal justice system to gain insight into best practice
- Support analysis of data (internal and external) to improve clinical services
- Work with GamCare's Critical Friend to develop evaluation approaches and act as a main point of contact for external evaluations of programmes
- Work with the Development Team to accelerate design and understanding of new project areas through research, evaluation, and monitoring.

Communications and relationships:

- Communicate effectively and maintain positive and supportive working relationships with service users, colleagues, and professionals from a range of backgrounds
- Undertake other duties and responsibilities in keeping with the nature of this post as may be required from time to time e.g. supporting colleagues in other programmes, contributing to reports
- Work collaboratively with Policy and Communications Directorate to produce business insights that can be communicated both internally and externally
- Contribute and provide data and information to Policy and Communications that provides insights to use on Gamcare website, its social media portals and in its literature for the public and stakeholders on matters relating to service delivery and impact.

Governance and Reporting:

- To report directly to the Head of Quality Assurance
- To be responsible for directing and producing local and regional monthly and quarterly reports
- To lead and embed a robust reporting and evaluation framework into services and support a learning and continual development organisational culture.
- To have overall responsibility for the Business Insights Team
- To provide regular Business Insight briefing papers to the Board via ELT
- Provide regular workstream updates to internal comms teams that can be included in organisational communications (i.e. intranet, newsletter, talking points)

The post holder will be required to undertake any other additional duties as and when required directed by your manager.

Person Specification: Knowledge, Experience and Skills

Education

- Graduate level education or equivalent level experience in this area
Or
- Relevant professional qualification, Post Graduate Governance qualification

Additional

- Evidence CPD Training/Qualifications

Essential

Experience

- Experience of managing staff
- Experience of leading research (primary and secondary, desktop and in person)
- Experience of converting data, research, and insights into briefings and recommendations for best practice
- Experience of working across multiple teams to deliver research and insights
- Experience of designing and co-ordinating data monitoring and reporting

Knowledge

- Strong knowledge of research techniques and methods
- Excellent knowledge of evaluation approaches and methods
- Knowledge of impact measurement approaches
- Knowledge of data analysis techniques
- Knowledge of the risks and impacts of addictions

Skills

- Excellent writing and design skills
- Excellent data analysis skills
- Project Management Skills & Experience
- Data Management skills
- Excellent IT skills, including data systems, CRMs, SQL and Microsoft Office
- Ability to establish and maintain good external relationships
- Proven self-starter, confident and able to develop, assess and evaluate different project options
- Be able to identify opportunities and learning, and work with others to translate them into effective action
- Ability to act as an ambassador for research and evaluation work within the organisation
- Genuine interest in working with organisations that support the welfare of individuals experiencing gambling harms
- Ability to take a non-judgemental approach to gambling, gambling related harms and problem gamblers and people in the criminal justice system
- Ability to attend criminal justice settings, such as prisons, comfortably

Desirable

- Understanding of gambling related harms
- Experience of working in a charity, health, justice, or social care setting
- Qualification relevant to research and evaluation

Please note: the role will require some home-based working - you will need to have good internet connection and access to an appropriate work environment.

This job description will be reviewed regularly in the light of the changing service requirements. Any changes will be discussed with the post holder. This is not an exhaustive list of duties and responsibilities the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with the Head of Quality Assurance.