

Role profile

Job Title:	Research and Consultation Officer	Grade:	11
Department:	Research & Insight	Post no.:	66060
Directorate:	Strategy & Change	Location:	Perceval House, Ealing

Role reports to:	Head of Research & Insight
Direct reports:	None
Indirect reports:	Consultants/ members of multidisciplinary teams as relevant

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

At Ealing Council, our vision is to massively increase social connection in the borough, giving everyone as much choice and power in their lives as possible – so that people can live happier and healthier lives and get what they need from each other. We want to reimagine the role that local government plays in community life and create a movement of change that inspires people to think and behave in new and different ways.

Putting communities in the lead is a key aspect of our vision which means involving more people in the decisions and initiatives that affect them and their communities and creating the infrastructure that enables people to do so. We know we need to constantly think differently about how we use evidence to make decisions with local communities. The purpose of this role is to design, plan, and undertake research activities with a primary focus on public consultations – providing expert advice and guidance across the organisation.

Key accountabilities

1. Deliver innovative research, consultations, and advice to support Ealing Council's ambitions and priorities with regards to evidence-informed decision making and engaging people in local decision-making.
2. Develop and implement effective consultation strategies and frameworks that align with Ealing Council's goals and objectives.
3. Championing research and consultation across the council and ensuring that all consultation activities comply with relevant legislation, regulations, and best

practices, while also aligning with and promoting the council's Community Charter.

4. Advising on and improving research and consultation methods within and across services.
5. Planning, coordinating, and overseeing consultation projects from inception to completion, ensuring they are delivered on time, within budget, and to a high standard.
6. Reviewing and evaluating consultation processes regularly to identify areas for improvement and implement changes where necessary.
7. Drafting and recommending research and consultation needs for the Council and partnerships.
8. Advising Heads of Service/Directors/Strategic Leadership Team on research and consultation issues as needed.
9. Developing new ways to deliver research and consultation in partnership with local people and organisations
10. Proposing solutions for complex research and consultation projects.
11. Being a key advisor on all research and consultation matters.
12. Building a list of specialist contractors and managing relationships.
13. Working within multi-disciplinary teams and collaborating with staff.
14. Facilitating and contributing to operational and strategic meetings on research and consultation matters.

Key performance indicators

- Demonstrable achievements in implementing and scaling strategies for policy and service design
- Levels of customer satisfaction levels (measured by surveys and customer feedback)
- Development of research and consultation business (measured by level of income generated)
- Compliance with corporate standards (measured by recorded exceptions)
- Delivery of projects to time, cost, quality
- 360 Feedback from key leads and stakeholders

Key relationships (internal and external)

- A network of researchers across the Council
- Managers, Heads of Service and Leaders in the Council
- Ealing's Health Determinants Research Collaboration
- Community and Peer Researchers
- External research providers/consultancies
- Local Government networks and employer bodies
- Community and Voluntary Sector, and Third Sector organisations

Authority level

Corporate

1. Promote a 'one organisation' approach.
2. Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of disadvantaged groups.

Operational

1. Change control of research and consultation policy and procedures
2. Project control of research and consultation related projects

People

1. Work collaboratively with the Council's services and external partners, to strengthen relationships and develop partnership working.

Finance

1. Provide accurate information on budget spend and take appropriate action to mitigate budget over/ under spend where necessary.

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

(Applicants are required to address the points marked with an asterisk * in their supporting statement when applying. Some or all of these criteria may also be used for shortlisting at the application stage).

Essential knowledge, skills and Experience

1. *Proficiency in delivering robust public consultation exercises, including their design, delivery, and analysis.
2. *Ability to design and conduct research studies, including developing research questions, selecting appropriate methodologies, and analysing data.
3. *Expertise in using mixed method research and consultation methodologies.
4. *Ability to accurately collect, clean, analyse, and interpret complex data sets from various sources.
5. *Confident and persuasive verbal and written communication skills to present findings, explain complex concepts, and engage in discussions with stakeholders.
6. *Ability to work collaboratively as part of a team, sharing information, best practices, and ideas.

7. *Understanding the political context of local government and the impact of research and consultation on policy decisions.
8. Skill in systematically reviewing existing literature, research, and data to identify trends, best practices, and gaps in knowledge.
9. A logical and rigorous approach to identifying problems, breaking them down, and developing well-informed solutions based on research findings.
10. Proficiency in data analysis and the ability to interpret complex information and present it in an accessible format.
11. Ability to produce clear, concise, and engaging reports, briefing papers, and presentations for diverse audiences, including policymakers, elected members, colleagues, and the public. This involves simplifying complex information without losing accuracy.
12. Ability to plan, manage, and evaluate multiple research projects simultaneously, often within tight deadlines and changing environments.
13. Excellent organisational skills to prioritise workloads effectively and meet deadlines.
14. Ability to work independently, take responsibility for decisions, and proactively identify research opportunities.
15. A good understanding of local authority processes, systems, and the policy landscape.
16. Proven experience in research, public consultation, community engagement, or a related field, preferably within a public sector context.
17. Understanding of data protection regulations (e.g., GDPR) and ethical considerations in research.
18. Experience of using key research and survey software packages e.g. SurveyMonkey, Microsoft Forms, SPSS, MapInfo, and Excel.
19. Experience of using digital consultation and engagement platforms such as GoVocal (formerly Citizenlab) GiveMyView, Citizenspace, etc will be highly advantageous.

Essential qualification(s)

1. *Educated to degree level and/or holds a relevant professional qualification, although consideration will be given to those applicants without these qualifications, but who can demonstrate they have worked at a similar level.
2. *Evidence of continuous professional development.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards