



Voluntary Sector Researcher Job Description and Person Specification

Part time (18 hours per week) six months fixed contract – either as Action Hampshire employee or as a consultant

JOB TITLE: Voluntary Sector Researcher

RESPONSIBLE TO: Head of Charitable Services

PURPOSE OF POST:

To lead on a Hampshire-wide 'State of the Sector' project, aiming to obtain, collate and disseminate overarching information on the current scope, activities, and challenges of voluntary, community and social enterprise (VCSE) organisations across Hampshire, using data and insights collected by partners from across the Hampshire CVS Network.

The post holder will conduct research with a number of Action Hampshire's stakeholder groups directly to understand their needs, requirements and capacity, particularly where their services are relevant to supporting and helping residents deal with impact of COVID-19, and will also collate similar research undertaken by the 7 partner CVSs organisations that work at a borough/ district local authority level across Hampshire.

RESPONSIBILITIES AND DUTIES:

Undertake direct research to understand impact of Covid on VCSEs in Hampshire through:

- 1) Engaging with county wide VCSEs
- 2) Engaging with social enterprises and social entrepreneurs
- 3) Provide additional support, if and where required, to District CVSs with appropriate engagement of groups in rural communities and to help understand the emerging needs within these communities.

Analyse data and draft a report on the state of the Hampshire VCSE sector, its capacity and ability to sustain services to support vulnerable residents.

- 1) Analysing data collected by Hampshire's district CVSs and Action Hampshire
- 2) Drafting a report based on district CVS and Action Hampshire research which highlights trends, capacity and gaps in provision

The final report should include a clear methodology, complete evidence base, accessible presentation of statistical analysis and insights gained, and a summary of the key findings.

Alongside the final , you will outline a process through which the report can be refreshed or repeated,

Partnership Working

To support the cascading and presentation of findings and information relating to the VCSE sector to partners via meetings, conferences and events where necessary.

General Administration

Use of digital and operational systems in the production of the work.

General

- 1) To ensure your work is carried out in a way which promotes equality and diversity
- 2) To comply with all Action Hampshire's policies
- 3) To ensure a positive working environment
- 4) To undertake any training as required
- 5) To be aware of the Health and Safety at Work Act and other legislation as appropriate including the Equality Act 2010 with particular reference to the protected characteristics.

PERSON SPECIFICATION:**Essential**

- 1) Demonstrable experience of designing and carrying out research and analysis
- 2) Demonstrable organisational and administrative skills
- 3) Experience of working directly with client groups, including through customer service or reception related work, ideally in a charity, health and social care or service provider related setting.
- 4) Experience of monitoring service performance against targets or requirements.
- 5) Experience in using digital systems for data entry and information gathering in response to queries and requests.
- 6) Excellent IT skills, with high level working knowledge of Microsoft Office packages and related systems e.g. Office 365, SharePoint and Windows 10.
- 7) A flexible approach to dealing with tasks, with the ability to manage multiple priorities in a busy environment
- 8) Willing to contribute to problem solving and improving office based systems and processes
- 9) Good interpersonal and communication skills
- 10) Ability to manage own workload and work in a self-led way
- 11) An understanding of confidentiality and data protection principles and how these apply to a professional environment.

Desirable

- 1) Experience of report writing and summarising and producing insights from data.
- 2) An understanding of the voluntary sector including how charities and non-profit organisations operate and the governance requirements surrounding them.