



# Research Analyst

Role Profile

**Job Title:** Research Analyst

**Reports to:** Head of Research

**Duration:** Permanent subject to a 6-month probationary period

**Start Date:** April 2022 or as soon as thereafter

**Hours:** 37.5 hours per week

**Salary:** £28,000 - £35,000 per year

## Role Profile

### About Substance

Substance is a research and technology company working across different sectors and with many types of organisations including charities and social businesses; local, regional and central government; and national and international governing bodies. It has a specialist interest in the social dimensions and impacts of sport and physical activity.

Our core team is made up of experienced social researchers, technologists and programme managers, each with their own specialisms. What we share is an ambition to make organisations that do good have a greater impact.

Substance is based in Manchester but due to its policy of working primarily from home, have staff employed from all over the UK.

### Who we work with

- National government departments, such as the Department for Digital, Culture, Media and Sport, Home Office, Department for Education and Department for Food, Environment and Rural Affairs.
- Regional and local government bodies such as the Greater London Authority and the Greater Manchester Combined Authority.
- National and international strategic organisations such as Sport England, UK Sport, Premier League Charitable Fund, Big Lottery Fund, the Environment Agency and Big Issue Invest.

- National charities, such as Royal National Lifeboat Institution, the Wellcome Trust, BBC Children in Need, MIND, Groundwork and MyBnk.
- National and international sport governing bodies including UEFA, national football associations, national governing bodies of sport, sports clubs and sport for development organisations.
- Local and regional delivery organisations including a range of football club CCOs and other sport for development, health and social organisations and charities.

## Role Purpose

The core purpose of the Research Analyst position is to assist in the delivery of research projects using quantitative and qualitative data gathering and data analysis. The successful candidate will be expected to lead some project work, undertake research design and deliver research analysis and outputs. They will also be involved in the preparation of research bids and identification of new opportunities and work in close collaboration with the Head of Research and other research and technical staff.

## Key Competencies

### Essential

- Postgraduate degree in social science or similar with experience of working within a university, company or organisation research environment.
- Excellent communication and people skills (with colleagues, clients, organisations including phone, email, social media).
- Database management skills - compiling, updating and analysing data.
- Experience demonstrating the ability to conduct and report thorough documentary and literature reviews.
- Experience demonstrating the ability to design, set up and organise surveys, recruit respondents, generate responses, and clean, analyse and report on data collected.
- Experience of conducting face-to-face/online/phone interviews, organise and deliver focus groups and deliver other quantitative and qualitative research (such as digital data collection).
- Experience of in-depth quantitative and/or qualitative analysis, *such as*:
  - Quantitative: regression, T-test, correlations and trends, predictive, cluster, grossing and modelling analysis; using appropriate software (e.g., Excel, R, Past, SPSS).
  - Qualitative: such as NVivo or similar.
- Demonstrable experience producing reviews, reports, statistical and qualitative summaries.
- Ability to help publicise and promote research and disseminate findings.

## Desirable

- Knowledge of the relevant sectors, research subjects and client organisation types are very much desirable, along with an ability to be an adaptive learner with willingness to build knowledge.
- Track record of contributing to business development and winning new work.
- Track record of publishing research whether in academic or grey literature.
- Experience utilising social media for research – data collection, sentiment analysis, publicising research etc.
- Ability to help manage elements of research projects and team members.
- Experience of conducting Theory of Change exercises and Evaluation Framework design.

## Key Responsibilities

The Research Analyst, will be responsible for:

### Quantitative data collection

- Designing and setting up quantitative research tools, including online and face to face surveys and recruiting respondents.
- Managing recruitment campaigns, managing and tracking responses.
- Identification of data sets (e.g., population, demographic or social impact data), accessing data and organising and manipulating it for analysis in conjunction with primary research data.
- Organising and preparing primary data to enable analysis.

### Quantitative data analysis

- Designing and delivering analysis of primary and secondary datasets.
- Managing, collating and cleaning data for analysis.
- Undertaking descriptive analysis of datasets and survey results.
- Identifying and conducting appropriate analytical approaches (which might include cross tabulations, regression, T-test, correlation, trends, predictive, cluster, grossing and modelling) and using appropriate software (e.g., Excel, R, Past, SPSS).

### Qualitative Data Collection

- Undertaking literature good practice reviews and other documentary research.
- Developing interview and focus group schedules, questions and recruitment.
- Collaborating with colleagues in research to arrange interviews, case studies, focus groups and other work.
- Undertaking interviews, focus groups, workshops, case study research.
- Developing and deploying digital/online qualitative data collection techniques

## Qualitative Analysis

- Designing approaches for qualitative analysis (e.g., coding frameworks) and using appropriate software (e.g., NVivo).
- Preparing qualitative data for analysis.
- Undertaking qualitative research analysis
- Working to identify and develop innovative approaches.

## Reporting

- Providing initial write-ups from quantitative and qualitative data to support further analysis and reporting.
- Preparing research summaries to inform analysis and reporting.
- Drafting client-facing reports including presentation of data, commentary, analysis, data tables, infographics and mapping, ensuring that they meet requisite branding and content standards.
- Addressing quality issues and comments (internal and external) and implementing content changes.

## Consultancy

- Undertaking client facing consultancy work including delivering Theory of Change and Outcomes Framework workshops and sharing final outputs in a client ready format.

## Project Management

- Managing specific elements of research projects and some individual projects.
- Consulting with clients.
- Consulting with technical team colleagues, to ensure that tasks are correctly specified, ticketed and monitored.
- Supporting the Head of Research and research team colleagues.
- Helping to manage other members of the research team.

## Business Development

- Contributing to the preparation of tenders and proposals, including developing methodological approaches and project plans.
- Identifying and developing business development opportunities.
- Contributing to internal business and staff development.

## Other

- The post will require flexible working both in terms of some hours of working, some travel and weekend/evening working and adapting to changing timetables and deadlines.
- The post will also require working to a workplan and a personal development plan agreed with Head of Research, which will be regularly reviewed and adapted.

## Role Benefits

The successful candidate will be entitled to the following benefits:

- 25 days annual leave per year on top of bank and discretionary Substance holidays.
- This rises by one day annually to a maximum of 30 days.
- Primarily working from home with options to work from Manchester city centre office at some times.
- Contributory pension scheme.
- Salary Sacrifice scheme including cycle to work bike loans, childcare vouchers and other key lifestyle benefits.
- Eye care vouchers to cover eye tests and VDU glasses discounts
- Death in Service payment to nominated trustee.
- Free health service as part of an income protection scheme (available after 3 years' service).
- Professional development support.
- Regular company social events