



Title:	Senior Research Manager
Contract type:	Temporary maternity cover
Location:	Flexible, based at our London Head Office or home based
Hours:	Full time - 35 hours per week
Salary Scale:	£48,222 Office based (including London Weighting) £43,894 Home based
Closing Date:	Monday, 12 th August 11.59PM
Interview Date:	Wednesday 21 st August (expected)

1. Introduction

Thank you for your interest in this post. This pack will give you some more information about the role and how you can apply. Please feel free to contact us if anything is not clear or you have further questions.

Homeless Link is the national membership charity for frontline homeless agencies in England. With more than 800 members, we work to improve services and campaign for policy change that will help end homelessness and ensure that everyone has a place to call home and the support they need to keep it.

As part of the Social Change directorate, we lead Homeless Link's campaigning and thought leadership activities within the homelessness sector and beyond. We are looking to recruit maternity cover for our Senior Research Manager who is responsible for implementing the research consultancy strategy to better support Homeless Link members, wider homelessness organisations and other key stakeholders to access high quality research. This post is responsible for conducting primary research covering a range of areas to better understand the lived experiences of people experiencing and at risk of homelessness, the causes of homelessness and solutions to ending homelessness. The Senior Research Manager will work with a wide range of stakeholders to identify research opportunities, including alongside the wider Homeless Link consultancy team. This is an opportunity to deliver consultancy research projects within the supportive environment of a wider research team, and feeding learning direct into policy influencing and practice development activity.

The successful candidate will be an excellent project manager with strong qualitative and quantitative research skills. They will have communication and relationship building skills, understanding of interpreting research findings in wider policy contexts, and of making clear, strategic recommendations for national and local policy and decision makers. If you want to be at the forefront of change – this is the right job for you.

We are actively seeking to increase our diversity within our organisation and would greatly welcome applications from people with lived experience of homelessness, from a black or minority ethnic background and/or with a disability.

Thank you for your interest, and I look forward to receiving your application.

Sophie Boobis
Head of Policy and Research

1. Job Profile

Role Description

The Senior Research Manager leads on delivering Homeless Link's research consultancy strategy and research consultancy projects. The purpose of the research consultancy is to provide an additional offer to our members and wider stakeholders to increase their capacity to access and develop research projects. This role is responsible for securing and delivering a wide range of defined, pragmatic primary research projects identified through Homeless Link's consultancy team, requests from members and other stakeholders, and internal stakeholders.

PURPOSE

- To implement the research consultancy strategy within Homeless Link to both increase research support and capacity building across the wider homelessness sector, and as part of Homeless Link's development of income generation capacity
- Conduct a range of defined primary research projects as an in-house research consultant supporting our members and other key stakeholders, and growing the evidence of causes and experiences of homelessness, and the solutions needed to end homelessness for all
- Provide research insight and support to Homeless Link members as part of a capacity building approach across the sector to improve the quality and availability of research evidence
- Contribute to Homeless Link's research strategy playing an integral role in the research team as organisational experts on homelessness research and data, supporting internal stakeholders and Homeless Link members to better understand and use available evidence
- Contribute to the development of policy and practice through sharing research findings supporting to turn insight into tangible recommendations for change

ACCOUNTABILITY

The Senior Research Manager will be part of the Policy and Research team and will report to the Head of Policy and Research.

The Policy and Research team leads on developing our evidence-base in line with our strategic goals, and in support of ending homelessness. The Senior Research Manager will work closely with all members of the Policy and Research team and will also liaise regularly with other teams across the organisation.

LOCATION

This post can either be based in our London office or home-based with willingness to travel within the UK, and some overnight stays required.

RESPONSIBILITIES

RESEARCH

- To lead on the implementation of the Homeless Link research consultancy strategy, consulting with internal and external stakeholders to ensure it meets the needs of our members
- To conduct high-quality primary research and evaluation including leading on the design, delivery, analysis and report writing
- To draw up detailed research proposals with appropriate qualitative and quantitative methodological techniques, timescales, outputs and dissemination objectives
- Identify business development opportunities and through high quality research proposals secure new consultancy projects in alignment with the strategy
- To provide research development support and guidance to Homeless Link members to help their understanding and development of research projects, including the use of peer research

COMMUNICATION AND INFLUENCING

- Produce well-written, clear and concise reports setting out research findings including strong, evidence-based recommendations for change
- Establish and maintain effective communication and stakeholder relationships with Homeless Link members, local authorities, academics and other potential key stakeholders, building the reputation of Homeless Link's research consultancy
- Disseminate research findings including effectively sharing evidence-informed recommendations to influence policy and decision makers
- Alongside the wider research team ensure that research findings are informing all areas of Homeless Link work such as policy development and the National Practice Development team.

CONTRIBUTING TO THE BIGGER PICTURE

- As part of the research team develop expert knowledge and understanding of available evidence and data related to homelessness becoming an organisational expert to support internal and external stakeholders
- Alongside the Head of Policy and Research, and Research Team, lead on the development of Homeless Link's peer research strategy and approach, developing clear processes for the involvement of people with lived experience of homelessness
- Build partnerships with researchers across other sectors – including academics and government researchers - to identify opportunities for joint working and support their research, as appropriate.
- To represent Homeless Link on external partnerships and at external events, including giving presentations.
- To develop and identify new initiatives and opportunities that stimulate new ways of thinking in relation to research methods and approaches in the context of understanding homelessness.

- To support with the delivery of the homelessness research forum, bringing together those conducting research related to homelessness and facilitating the sharing of practice and knowledge

GENERAL

- Roles and objectives in Homeless Link may change. All members of staff are expected to be prepared to work flexibly in response to changing business needs.
- All members of staff are expected to undertake any other responsibilities or tasks that are consistent with their role and/or reasonably required by the Chief Executive
- All members of staff are required to operate in accordance with Homeless Link's values, policies and procedures.

Person specification

QUALIFICATIONS AND SPECIALIST KNOWLEDGE FOR THE ROLE

Essential

- In-depth knowledge of qualitative and quantitative research design and associated methods in a social research setting
- Knowledge and experience of using statistical software such as Excel, SPSS, NVIVO or equivalent
- Knowledge of carrying out qualitative research with marginalised and disadvantaged communities including conducting face to face interviews or focus groups
- Experience of managing and delivering research for external commissioned contracts

Desirable

- Knowledge and understanding of the ethical and data protection consideration needed when conducting research with marginalised and disadvantaged communities
- Knowledge of the current policy context in relation to homelessness, social exclusion, health and social care, or a related field

EXPERIENCE AND TRACK RECORD

Essential

- Project management skills including experience planning and delivering research and/or evaluation projects on time and to a high standard
- Ability to deliver high-quality research projects from inception to report writing including methodological design, fieldwork and analysis
- Experience of conducting research and analysing data to inform social research and policy development.
- Strong analytical skills with proven ability to build data from various sources, analyse findings and present them clearly and accurately
- Experience of conducting research and analysis in a reactive working environment including stakeholder management

- Experience of peer research and/or lived experience involvement in research design, delivery and analysis
- Excellent communication skills including the ability to write clearly, concisely and persuasively in a variety of formats for a variety of audiences and very good oral presentation skills.
- Strong interpersonal skills to build and influence external networks, and deal effectively and persuasively with internal and external stakeholders.
- Confidence in working as part of a team, with experience of working collaboratively with colleagues to help ensure the successful delivery of projects
- Ability to work on own initiative with strong organisational and project management skills and demonstrable experience of delivering on competing priorities within a time-pressured environment.
- Experience of delivering stakeholder engagement events to inform project development
- Being self-administering, including strong IT skills, and able to work independently without close supervision

GENERAL REQUIREMENTS FOR ROLES AT HOMELESS LINK

Essential

- Willingness and ability to travel within England
- Willingness and ability to work outside normal office hours.
- Willingness and ability to operate in accordance with the values and policies of Homeless Link.
- Willingness and ability to work flexibly in response to changing organisational requirements.
- Commitment to bring into the work the views, needs and voices of people with direct experience of homelessness.

Desirable

- A sound understanding of the causes, consequences and solutions to homelessness based on direct experience.

Key Competencies

Summary of Core Competencies

<p>Personal Contribution</p> <p>Personal Effectiveness: Demonstrating effective working practices, striving to deliver high performance</p> <p>Effective Communication: Demonstrates ability to communicate concisely, accurately and persuasively verbally and in writing with a range of audiences</p>	<p>Working with Others</p> <p>Teamwork: Working cooperatively, building and nurturing strong relationships within and outside the organisation.</p> <p>Stakeholder Focus: Identifying, understanding and striving to exceed the needs of all stakeholders.</p>	<p>Organisational Contribution</p> <p>Resource and Project Management: Achieving results through efficient and effective management of projects and resources.</p> <p>Entrepreneurial and Innovative Thinking: Generating and developing imaginative and innovative solutions and opportunities.</p>
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Role or Grade specific competencies

<p>Expert/Technical Knowledge: Demonstrating best use of required knowledge in specified field ensuring continuous learning and development.</p>	<p>Strategic Leadership: Developing and articulating the future direction.</p>	<p>Business & Commercial Acumen: Demonstrates understanding of the commercial environment, identifying and developing business opportunities.</p>
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Explanation of terms used

- **Role description:** gives details of the duties of the post. Use this as a guide to decide whether you think the job would suit you.
- **Person specification:** lists the criteria, which will be used to assess your application and covers the qualifications, specialist knowledge, experience, and track record that we are looking for.
- **Key competencies:** these are for your information. We will look for evidence of all these during the interview and testing stage if you are shortlisted.

2. Employee Benefits

Salary scales:

£48,222 - £52,197 per annum if based in our London Head Office
(a minimum of 2 days per week must be worked in the office)

£43,894 - £47,517 per annum if home based

3. How to apply

Sending in your application

Please provide your CV with a covering letter explaining how you will meet the requirements in the person specification with examples from your previous experience, by email to recruitment@homelesslink.org.uk or follow the link on our website.

It also helps us assess the effectiveness of our recruitment procedures if you also complete our online [equal opportunities monitoring form](#).

The closing date is Monday 12th August 2024 11.59pm. Applications received after the published closing date will not be considered.

We plan to hold interviews on Wednesday 21st August 2024.

For any queries about the post, please email recruitment@homelesslink.org.uk

Supporting people with disabilities

Homeless Link is committed to improving its employment opportunities for people with disabilities. Please let us know if you require support, modifications, adjustments, or special equipment to assist you with the recruitment process. We will contact you to discuss your requirements further.

Supporting people with experience of homelessness

As part of Homeless Link's commitment to support people with experience of homelessness, we have committed to giving feedback to applicants who have experience of homelessness.

[For more information about working at Homeless Link follow this link to our website](#)