



Recruitment Pack

Response Unit – Project Support Staff Casual/Temp work

Key information:

Casual/Temporary
Rolling recruitment

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EMPLOYEE
OWNER OF
THE YEAR

About Traverse

Our vision is for an inclusive society, which delivers **better outcomes for all.**

To achieve this, we support our clients to practice evidence based and inclusive decision making. We do this by working strategically with clients on social research, evaluation, and public engagement and consultation projects.

We're driven by social purpose, and by employee wellbeing.

This means we are for employee physical and mental health, for the personal and professional development of our staff and for salary. By being an exemplar employee owned business we live our values and enable every staff member to have a voice in the matters that affect them.

Our governance and management models help to get the best out of our people.

To maximise our social impact, we ask ourselves two questions when deciding where to focus our energy:

What are the big issues transforming society?

Where can we make the most difference, using our skills and experience?

The issues we're facing:

Inequality is an urgent reality of our society. We think that inclusive, person-centred practices that effect real change are needed, particularly in the health and care system where radical change is happening already.

Climate change and the transformation to net zero mean huge changes to our infrastructure, our utility systems, the places we live and the way we live our lives. We believe this transformation needs to be based on evidence and dialogue, to ensure collaborative solutions.

Digital innovation is transforming the way services are delivered and the way people interact with each other. We think that maximising the benefits of digital innovation for all means understanding the impacts across society.

As **populations change**, age, and move, we are faced with new challenges to meet the unmet aspirations of the population. Whether that's funding social care, distributing the costs of climate change, or financing social impact, this challenge must be met.

Why join us?

Have a stake in making an impact. We are a highly successful and well-regarded employee-owned research and consultancy organisation which champions the delivery of social impact.

We're passionate about making a difference and this motivates us to deliver high quality services and outcomes for our clients.

All our staff, whether involved in direct delivery, operational support, research or part of our casual workforce, contribute to the work we do.



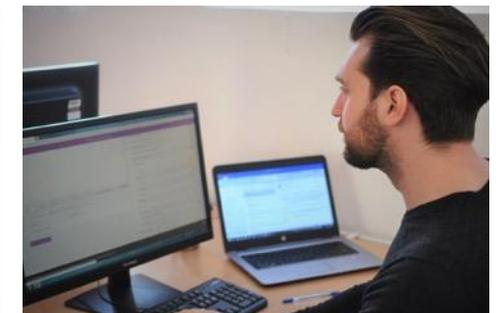
About the role

We are a social research and public engagement agency looking for casual workers to join our response unit to support our staff in delivering large complex projects

The role of our casual project support staff sits within our Response Unit and supports our 30+ consultants. It's an exciting opportunity for someone who is interested in being involved in projects which cover a range of sectors including infrastructure, local government, health & social care, voluntary sector and utilities.

You could be involved in a range of tasks from data entry and proof reading to supporting external public engagement events or carrying out telephone interviews, but don't worry, you will receive training and support from a great team of highly skilled individuals.

Due to the nature of the work, we are not able to guarantee a starting date or offer a minimum level of work, this role would suit someone who is looking for a flexible role that can fit in with their other interests.



We are looking for people who are...

Observant and analytical:

Most of our work starts with collecting data, whether from interviews, focus groups, workshops, or surveys. Once we have the data we analyse it to find patterns, you could be working on a range of analysis tasks, from statistical analysis to document review to coding survey answers. We can train you in the different methods we use, but an eye for detail and the ability to spot an anomaly or a trend is a good start.

Curious and empathic:

Much of our work involves listening to others and asking the right questions whether through interviews or facilitation. We often look for people who can connect with others and give them the confidence to tell their story.

Organised and proactive:

You could be working across several projects at once with different deadlines and different project managers. You'll need to keep on top of your workload and manage your time effectively.



We are aware that many highly capable prospective candidates nonetheless rule themselves out of work in research because they underestimate their own ability to do the role. With this in mind, we **strongly encourage applications from anyone who is prepared to learn and grow on the job** and would like to stress that **experience of working in social research or a degree is not required.**

Job description

Response Unit – Project Support Staff

Summary of the role

We offer our clients a bespoke service, adapting to their individual needs which means that with every project, our work changes. To manage this changing set of requirements, we call upon a pool of casual Project Support staff, called the Response Unit, to support our staff in delivering projects to the highest standard.

Supported by: Resources Manager

Internal relationships: Close working with Project teams

External relationships: n/a

Direct reports: n/a



Location/Environment:

- Our office location is in central London although our staff are dispersed across the UK.
- We are fully equipped to support home working and you will have technical support and training to support you to work effectively
- You could be required to travel to meetings and events around the UK.
- You will be a member of the Response Unit

What does the role involve?

The support provided by the Response Unit covers a range of tasks and skills. We are looking for applicants who can assist on a combination of the tasks listed below:

- Data entry
- Assisting with workshop preparation
- Audio transcription
- Desk research
- Proofreading
- Qualitative data analysis
- Quantitative data analysis
- Note taking and event support
- Conducting telephone interviews
- Table facilitation at events
- Report writing

Many of our projects are centred around infrastructure, local government, health, social care, charities, and energy. If you have particular interest or expertise in these areas, please let us know.

Working hours

The Response Unit assists during busy periods to supplement internal capacity. As our work is project based, Traverse reacts to the demands of our clients, and hence we are not able to guarantee a starting date or offer a minimum or any level of work.

Work is usually undertaken during normal office hours however some assignments will be in the evening or weekend. We need staff to be available for at least 3 days per week.



General duties and responsibilities as an employee

- Demonstrate knowledge and awareness of all responsibilities in relation to maintaining confidentiality with both written and oral communication
- Actively conform to the legislative and procedural requirements in relation to the collection, management, storage and destruction of data
- Follow our Quality and Information Security requirements in line with ISO standards

Person specification

Requirements	Essential	Desirable
Experience	<ul style="list-style-type: none"> There is no specific experience required for this role 	<ul style="list-style-type: none"> Data entry experience Audio transcription experience Desk research experience Qualitative analysis/coding experience Quantitative analysis experience Interviewing experience Group facilitation experience Report writing experience Knowledge or experience in one or more of Traverse' sectors or key service areas
Skills and aptitudes	<ul style="list-style-type: none"> High standard of verbal and written communication Good organisational and time management skills Exceptional attention to detail Able to cope with repetitive tasks Ability to use a range of digital technologies and most Microsoft office applications 	
Interests	<ul style="list-style-type: none"> Employee owned and/or social purpose business Social Impact Interest in the policy issues in one or more of Traverse's key sectors and methodologies 	
Personal qualities required	<ul style="list-style-type: none"> Able to work as part of a team and to contribute to the effective working of Traverse Self-motivated and able to work independently 	

Requirements	Essential	Desirable
	<ul style="list-style-type: none"> Adapts approach to fit with changing conditions, tasks, responsibilities, or people Challenges all forms of discrimination and inequality 	
Circumstances		<ul style="list-style-type: none"> Ability to work evenings or weekends on occasion

More information and How to apply

Key information

Role title: Response Unit – Project Support Staff

Salary: Hourly rates of pay range from £10.85 - £16.85 per hour depending on complexity of tasks. Rates will be confirmed before an assignment commences, you are not obliged to accept the work we offer you but once you do accept, the expectation is that you will complete this work.

Holiday: This is accrued at a rate of 12.07% of hours worked

Location: Our office location is in central London although our staff are dispersed across the UK. We are fully equipped to support home working

Contract: Casual

Hours: Variable

Closing Date: Rolling recruitment

How to apply

To apply, please complete the Application Form, **please note that we will not accept CVs**

Application forms should be sent to recruitment@traverse.ltd

Please complete and return the Equality and Diversity Monitoring Form, when you submit your application:

<https://magpielanding.traverse.org.uk/surveys/TraverseEquality>

Our commitment to diversity and inclusion

Traverse is committed to providing equal opportunities for everyone regardless of their background. We acknowledge that people from certain backgrounds are under-represented in research and we're committed to doing what we can to correct this.

We are particularly keen to receive applications from Black, Asian and minority ethnic people; people with disabilities; people who identify as being LGBTQIA; people who have a mental health condition; and people who identify as working class or have done so in the past.

During the application process we commit to:

- Making any reasonable adjustments
- Providing this document in a Word document format readily available to download.