

About Traverse

In a world where everyone from policy makers to citizens has a distinct perspective, every decision we make has to stand up to challenge.

Traverse helps organisations who are dealing with complex and controversial issues to understand what the communities and people affected think about their projects and proposals. We use transparent processes and evidence-based tools to engage and weigh every voice, personal and professional, whether loudly proclaimed or seldom heard. Our experts work with clients (whether governmental, third sector or a business delivering public services or social change) to evaluate and implement their decisions, improve their plans and to build their capacity to deliver real impact.

Our clients rely on us when the issues are thorny and good decisions matter. From health and social care integration to airport expansion, social isolation to the future of energy generation, we bring our expertise to help you listen, analyse and act decisively.

Traverse was established in 1989 as the UK's first employee-owned "public interest" company. And we are proud of our employee owned credentials. Up until May 2018 we continued to trade under our Office for Public Management and Dialogue by Design names when we adopted the trading name of 'Traverse'.

Today, we are a highly successful and well-regarded research and consultancy organisation which supports and champions the delivery of social impact. We're passionate about making a difference and this passion motivates us to deliver high quality services and outcomes for our clients.

Our ambition is to be:

- The market leader in understanding and measuring social impact through research and evaluation, giving the third sector and others the evidence to show the good they do.
- The leading provider of digital consultation services.
- An organisation that's known for going beyond insight and engagement to help organisations understand how to deliver social impact in a changing world.
- An exemplar employee owned business that helps others get the best out of their people as we do ours.



Benefits of working with Traverse

Working for a social purpose

Traverse is a small but capable team with around 50 permanent staff members plus associates, temporary & flexible staff who want to make the world a better place through our work. We consider ourselves to be a social purpose company.

Employee owned company

The company is owned by its employees through a Trust and is run for the benefit of its staff. Under the terms of the Trust all staff are treated equally but we retain management structures appropriate to our legal structure as a company and our professional services business environment. This means that staff are represented on the company's Board of Directors and significant emphasis is placed on staff involvement in the management and development of the company. It also means that the Board is overseen by Trustees who are appointed by staff. When you join Traverse, you will be employed by the company, but be working for yourself and your colleagues, to support our clients to make the world a better place. You will be more than just an employee and should consider yourself a business owner.

Work you love doing

Our first priority is to find work you love doing. It's not a free for all. On a day to day basis we undertake the work we are contracted to do for clients. Within this we seek to allocate work amongst staff according to their interests and career development aspirations. This may mean developing a specialism in one or more sectors and one or more service areas. We are ambitious to make a difference and seek to win work that as a team we find interesting and worthwhile. As a Senior Consultant within the team you will have the opportunity to influence how the business develops both its client base, its services and the work that we do.

Professional Development

We recognise that one of the things our staff look for is to develop their own careers. Your professional development will remain in your own hands; however, we support our staff to do this. Every staff member is allocated a more senior member of staff whose job it is to guide and support their professional development. Your Development Manager will challenge and support you to set your own career development aspirations and find appropriate work or training experience.

We believe in developing our people internally but are also pleased when they move to bigger or better jobs elsewhere. Many go on to become our customers, so it's good business too.

Flexible working

Traverse adopts a flexible working policy. Whilst normal office hours are 9:30 - 5:30 our staff are welcome to work flexible hours. You will be provided with a company laptop and mobile phone that enables you to work from any location. Whilst our main office is in London, remote working may be possible.



Salary

We offer a competitive salary and review system.

Senior consultants are paid on a scale £40,800 - £48,000 per annum depending on experience.

Bonus

As a staff owned company the profits of the company are reinvested for the continued development of the company or paid out as bonuses to staff. This means that if we do well and hit our business plan targets, the company aims to pay out bonuses of around £4000 each. This bonus is not guaranteed, but if (as in our current year) we exceed targets this figure could be substantially higher. Being a staff owned company we are eligible for preferential tax treatment on these bonuses and the first £3600 can be paid tax free.

Holidays

Full time staff earn 38 days leave per year including statutory bank holidays. Should you not wish to take all this leave you can carry forward a maximum of 5 days at the end of the year. In addition, if you are enjoying your work or need the money, you can choose to trade up to 1 week's leave for additional salary.

Pensions

Traverse makes employer pension contributions of 7% so long as you make a 2% contribution.



Job Description

The following job description describes a general senior consultant role. However, at this time we are specifically looking to expand our capacity to deliver face-to-face engagement. We are currently looking for a candidate with particular experience in public, customer, and / or stakeholder engagement who has a familiarity with social research and / or design thinking methodologies. You'll need to be agile and adaptable, with a solid background in using creative and varied process design to work collaboratively with participants.

We're looking for someone who is equally comfortable working intensively with senior level stakeholders, leading large group sessions with the public and engaging in depth with seldom heard groups. You will need the flexibility to work across a range of disciplines and sectors.

Experience is essential. This role involves managing complex or sensitive projects and supporting and overseeing the work of Consultants. The post holder will play a key role in the delivery of high quality, profitable projects and in developing Traverse's reputation with clients and partners. As well as delivering engagement you'll take a lead role in winning new business in engagement, building contacts and a reputation for creative, high-quality work. Travelling to clients' premises/ stakeholders' meetings outside London several times a month may be required.

This role involves working closely with Principals and Consultants.

Please note this job description is intended as a general guide and is not exhaustive. It may be reviewed according to future requirement and business needs.

Main responsibilities

Role Profile

Leads, manages and contributes to a number of projects, which may include research, evaluation, engagement, consultation and change management. Responsible and accountable for project design and planning, budget management, project performance and business development. Projects are likely to be more complex and longer-term than at Consultant level. Responsible for day to day management of client relationships.

Business Development

- Client management. You may be asked to take the lead in understanding the needs of a small number of key clients, so that we understand the business issues the client is facing and can build relationships and solutions that support the client to address those issues.
- Responding to invitations to tender, proposal writing, reviewing proposals produced by colleagues.
- Participating and where appropriate leading in pitches for new business.
- Raising Traverse's profile by participating in other business development and marketing activities including events and seminars, blogging, producing journal articles etc.



Project Management

- Leading and managing the design and implementation of projects. This will include:
 - methodology design (qualitative, quantitative)
 - project design and planning
 - project performance and delivering projects to Traverse's quality standards
 - budget management and accountability for project profit and loss
 - supervision of project staff and associates.
- Managing client relationships on a day to day basis on all aspects of project delivery, to ensure there are good communications, problems are identified and resolved quickly, and a long-term client relationship is maintained.

Delivery

Undertaking project work will involve, but not be limited to, a range of activities including:

- Design of evaluation, social research, engagement, evaluation, organisational development strategies and activities, relevant to the particular project and sector.
- Lead facilitation of public and stakeholder events across the UK and Ireland.
- Analysing of and reporting on qualitative and / or quantitative data. We do not require advanced statistical skills, but an understanding of how statistical techniques can be used to get the most from quantitative data is a bonus (i.e. knowing when to call in our statistician Associates)
- Use of appropriate IT packages, including specialist research and consultation and infographics software.
- Leading on/producing high quality reports on complex issues to agreed standards.

Personal and Development

Actively develop personal professional skills which may include

- Developing expertise in one of Traverse's core functions or sectors of activity.
- Growing your business development and client relationship skills.
- Developing your external profile.

Corporate leadership and management

As an employee owned company Traverse:

- Places significant emphasis on developing our staff. Whilst you will be allocated a more senior member of staff to guide you in your career and professional development you may be asked to support more junior members of staff in the same way.



- Involves staff in the management of the company. Through staff briefing activities (known as ‘Members Days’ and working groups, staff are informed, consulted and enabled to contribute to short and long-term business issues.
- Expects staff to develop their own skills and to support the development of colleagues.
- Expects staff to live out Traverse's values including supporting our policies on Equality and Diversity.
- Undertaking any other appropriate duties as required.

Key relationships

- Principals, Consultants and Project Coordinators
- Project teams including IT
- Other members of Traverse
- Clients, partners and other key stakeholders.

Person Specification

	Essential	Desirable
Training and Education	Good relevant under-graduate degree, in particular in a social science discipline or equivalent qualification/experience.	Relevant higher degree or relevant post-graduate qualification.
Experience	<p>Demonstrable experience of designing, managing and delivering projects in at least 1 of the following areas: research, evaluation, engagement, consultation and/or change management projects.</p> <p>Good experience in complex qualitative and basic quantitative analysis and report writing in an applied setting.</p> <p>Demonstrable experience of successful project management, including managing budgets, client relationships and project teams.</p> <p>Recognised expertise (through educational qualifications or work experience) in one or more of the following areas: health, social care, local government, charities, infrastructure, energy, planning, science.</p> <p>Experience of work winning, tendering and proposal writing and pitching.</p>	<p>Previous experience in consultancy.</p> <p>Experience of managing staff (on projects and / or as a line manager).</p> <p>Experience within at least one of the following areas:</p> <ul style="list-style-type: none"> - Supervising statistical analysis. - Managing projects involving vulnerable or seldom heard people (e.g. older people, Young people, BME, long term conditions) or clinicians. - Managing databases. - Managing web-based consultation projects involving digital engagement channels. - Experience in facilitation techniques, lead facilitation of events and process design.



<p>Skills and knowledge</p>	<p>Excellent oral and written communication skills, including report and proposal writing.</p> <p>Ability to tailor communications appropriately to the audience.</p> <p>Credibility with senior managers and/or clinicians.</p> <p>Confident, resilient and able to deliver high quality outputs including high quality reports using visual techniques, methodologies / infographics.</p> <p>Rigorous project management skills.</p> <p>Strong analytical skills</p> <p>Good understanding of the policy issues in one or more of Traverse's key sectors.</p> <p>Good understanding of what is "fit for purpose". Able to see the client perspective.</p> <p>Excellent organisational skills.</p> <p>Very good knowledge and experience of using Microsoft Office (Word, Excel, PowerPoint)</p>	<p>Confident and effective public speaker capable of delivering high quality presentations to senior audiences.</p> <p>Skills within at least one of the following areas:</p> <ul style="list-style-type: none">- NVivo, SNAP, SPSS and other software or technology-based processes supporting evaluation, research or engagement activities.- Experience of handling and analysing large datasets.- Experience of interpreting statistical analysis including segmentation and key drivers/regression analysis- Good quantitative analysis (creating and interpreting pivot tables / cross-tabs) and numeracy skills.- Understanding trends in digital engagement and consultation theory and practice.- Knowledge of social media and understanding of how they may be applied across the range of Traverse's work.
<p>Behavioural skills</p>	<p>Able to act on own initiative. Self-motivated and good at managing time and workload in a fast-paced commercial consultancy environment.</p> <p>Very strong customer focus; excellent customer service and client awareness.</p> <p>Able to work collaboratively with colleagues and to support their development.</p> <p>Ability to work to deadlines and under pressure and willingness to 'do what needs doing' when timescales are tight.</p> <p>Able to juggle and deliver multiple projects against competing deadlines.</p> <p>Flexible – willing to work on different types of projects and across different sectors.</p> <p>Enthusiasm for learning.</p>	<p>Strategic thinker.</p> <p>Able to work well with diverse client and community groups, including and vulnerable people.</p>



Special circumstances	Willingness to work occasional unsociable hours, including early mornings, evenings and weekends.	Willingness to travel at least twice a month for 1-3 days at the time.
General	A commitment to Traverse ownership and governance model. A commitment to the values of Traverse and to observing the Traverse charter. Ability to behave in a manner consistent with principles of fairness and equality, supporting the implementation of our Equality and Diversity policies.	

Selection Process

You will need to complete an application form. Please note that CVs will not be accepted.

If your application is taken forward, you will be invited to attend an interview and to complete some assessment tasks.

If you are successful in your application, we will conduct verbal and/or written reference checks with your approval. We will need to see your original birth certificate and/or passport as well as your educational certificates. We will also request your completion of an occupational health questionnaire. When the enquiries are completed satisfactorily, Traverse will make a formal offer of appointment

If you think that this role would suit you please fill out an application, making sure you tell us fit the person specification and what you could bring to our business.

Our provisional recruitment schedule is:

Deadline for applications:

Friday 22nd March 5pm

Interviews:

Between 28th March and 5th April

Please return your application form to recruit@traverse.ltd.

Equal opportunities

Traverse has made a commitment to promoting equality and diversity in all our work.

We welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.



Skills testing of disabled applicants

Applicants who satisfy the minimum standards of the role may be asked to take a number of ability tests before being progressed to the next stage of the recruitment process. If an ability test has a feature that, in the opinion of the applicant, places a disabled person at a substantial disadvantage to other candidates, Traverse agrees to take such steps as is reasonable to mitigate the disadvantage.

Should an applicant be able to demonstrate their ability for the role as laid out in the job description (able to meet the minimum standards of the role as outlined in the necessary column in the person specification), by any alternative method, this will be given due consideration by Traverse.

Traverse agrees that should disabled applicants meet the minimum requirements of the job and are able to demonstrate their competency through ability tests or any other comparable method; they will be given an automatic right to interview.