



# Recruitment Pack

## Senior Consultant – Public Engagement/Social Research

### Key information:

Permanent role  
Deadline for applications  
09:00 on 12/04/2021

### Contact information:

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EMPLOYEE  
OWNER OF  
THE YEAR

# About Traverse

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

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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?

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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.

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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.



# Our employee benefits



Be an **employee-owner**, eligible for an annual profit share bonus



Enjoy **30 days of holiday** (on top of bank holidays)



Secure your future with our **great pension** and **free pension advice**



**Work flexibly** – part-time, at home, or to a different schedule



Sort your commute with a bicycle on our **cycle-to-work scheme**, or your train ticket on our **season ticket loan**



Support Working from Home with a monthly Work from Home Allowance



**We help you grow** by providing a range of learning and development opportunities



Rest easy with our **Group Life Assurance package** - paying up to 3x annual salary in the event of death in service



Support your new family with **enhanced maternity, paternity and adoption pay**



Stay healthy with **free fruit, eye test and annual flu-jab**



Seek support when you need it using our confidential **employee assistance** and **bereavement support** call-lines



Feel well looked after with **support from our wellbeing team** and internal **mental health first aiders**

# About the role

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We are a social research agency looking for a Senior Consultant (Researcher) – Public Engagement/Social Research to lead on a portfolio of projects.

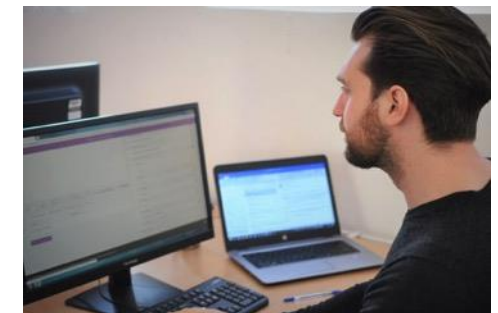
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**We're looking to recruit a Senior Consultant (researcher) to join our growing team.** A highly autonomous role, you will be responsible for the management and coordination of teams responsible for the full project cycle including the design of surveys, the processing and analysis of data and compiling data outputs into reports.

You will be the first point of contact for clients and partners and responsible for ensuring your projects run on time and on budget.

Senior Consultants are also responsible for building and maintaining external partnerships and supporting senior colleagues with new business generation and writing proposals for winning new work.

Outside of the day job Traverse is an employee owned company: that means that all our staff have a real stake in the success of the business. When things go well we share the profits, and we all work together to set a strategy and make it happen.



**From your first day you'll be involved as more than just an employee and will have opportunities to shape the organisation.**



# We are looking for people who are...

## Inclusive and collaborative leaders:

We are an employee owned company that believes that employee wellbeing is a priority. We are looking for someone who is able to manage, develop, mentor and motivate a team of researchers, casual workers and freelancers, and can create a team spirit and collective ownership in the context of working as a dispersed team.

Externally focussed you will manage clients relationships and be involved in winning new business by building contacts and a reputation for independent, high-quality work.

## Observant and analytical:

You will be responsible for the quality of our data collection and analysis and the production of information and reports we provide to clients. You will train staff in different research methods, and support and guide the team to ensure we are rigorous in our methods, and analytical in our approach, an eye for detail and the ability to spot an anomaly or a trend is of vital importance.

## Persuasive and articulate:

Our work only has an impact if we can share our findings in a compelling and accurate way, so another important part of your role will be writing reports, publications and presenting findings; internally and externally. We are looking for people who can tell a good story, whether out loud, on paper, or online.

## Organised and proactive:

You'll be leading teams across several projects at once with different deadlines and different project managers. You'll need to keep on top of your work, and your team.



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

# Job description

## Senior Consultant

### Summary of the role

The Senior Consultant will lead and be responsible for the design, management and delivery of projects, which may include social research, evaluation, engagement and consultation for clients from a range of sectors; health and social care; local government; utilities; voluntary sector.

The Senior Consultant plays a key role in winning new business by building contacts and a reputation for independent, high-quality work.

**Supported by:** Head of Service

**Direct reports:** Consultants, Project Coordinators

**Internal relationships:** Close working with Associate Directors, Business Development team, project delivery team

**External relationships:** Clients; partners; members of the public; public bodies



### Location/Environment:

- Our office location is in central London although our staff are dispersed across the UK.
- Our full-time roles are 35 hours a week, we are fully equipped to support home working and are happy to consider part-time/flexible working.
- You will be required to travel to meetings and events around the UK.

## What does the role involve?

This role has a **high level of autonomy**, with support from senior colleagues, and is responsible for the design, planning and budget management for a number of projects, which may include research, evaluation, engagement and consultation.

Senior Consultants are also responsible for building and maintaining external partnerships and supporting senior colleagues with new business generation and writing proposals for winning new work.

Senior Consultants are responsible for inclusive management and development of team members, in particular Consultants and casual staff.

### Specific responsibilities of the role

- Lead the management of projects, ensuring that key outputs are delivered to agreed deadlines and budgets, to the highest standards. This will include taking personal responsibility for key elements of work as well as managing the work of others.
- Responsible for performance and development of team members
- Responsible for day to day management of client and stakeholder relationships
- To build and maintain a network of colleagues and contacts with whom we can collaborate.
- Design and plan successful delivery, analysis and publication. Ensuring processes to monitor outcomes and keep projects on track are employed.
- Contributing to the development of staff through training and mentoring, and by supporting cross-organisational initiatives to create a supportive and inclusive working culture.

- Ensuring that all projects are delivered in line with Traverse' project and financial management processes.
- Writing high quality reports for publication and translating outputs of our projects for communication with a range of audiences in creative ways – from members of community groups to local government and academia
- Leading with Associate Directors the generation of new business; account management; horizon scanning; writing proposals; attending pitch interviews
- Supporting junior colleagues in business development and marketing activities including events and seminars, blogging and producing journal articles.

### 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 the requirements of our Quality Standards and meet the requirements of all our ISO standards



## Person specification

Requirements	Essential	Desirable
<p><b>Experience</b></p>	<ul style="list-style-type: none"> <li>• Experience in leading the design, set up and management of geographically dispersed projects</li> <li>• Experience of managing budgets and costings, able to monitor and accurately report on the status of a project and take action where required.</li> <li>• Experience of leading the facilitation of public engagement events, discussions or workshops.</li> <li>• Evidence of having contributed to the success of raising funds for projects and writing proposals.</li> <li>• Experience of contributing to the writing of reports or papers that will be used by external audiences</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of work with vulnerable groups</li> <li>• Evidence of line managing and mentoring junior staff, or management role of junior staff on projects.</li> <li>• Track record of publications for key audiences; ability to share findings for different audiences at public events, conferences.</li> <li>• Evidence of bidding for and winning contracts or grants</li> </ul>
<p><b>Skills and aptitudes</b></p>	<ul style="list-style-type: none"> <li>• Excellent written and oral communication skills, and the ability to explain complex information clearly and succinctly</li> <li>• Presentation skills including the production of supporting media and documents</li> <li>• Proven ability to collate complex, technical material, relevant to a topic area and to analyse, interpret, and present it clearly.</li> <li>• Ability to identify and deliver service improvements to ensure that work is as efficient and as effective as possible.</li> <li>• Confident in the use of digital technologies and Microsoft office applications styles and uses, editing and proofing skills with an eye for detail</li> <li>• Knowledge and experience of multi-channel stakeholder engagement (website, social media and newsletters)</li> </ul>	<ul style="list-style-type: none"> <li>• Management and oversight of project budgets</li> </ul>

Requirements	Essential	Desirable
<b>Interests</b>	<ul style="list-style-type: none"> <li>• Democratic process</li> <li>• Social impact</li> <li>• Employee owned companies</li> <li>• Interest in the policy issues in one or more of Traverse's key sectors and methodologies</li> </ul>	<ul style="list-style-type: none"> <li>• Workshop design</li> <li>• Survey design</li> <li>• Evaluation frameworks</li> </ul>
<b>Personal qualities required</b>	<ul style="list-style-type: none"> <li>• Able to act on own initiative.</li> <li>• Self-motivated and good at managing time and workload in a fast-paced environment.</li> <li>• Very strong customer focus; excellent customer service and client awareness.</li> <li>• Able to work collaboratively with colleagues and to support their development.</li> <li>• Flexible; willing to work on different types of projects and across different sectors.</li> <li>• Enthusiasm for learning.</li> <li>• Excellent interpersonal skills including empathy, sensitivity, tact and diplomacy</li> <li>• Challenges all forms of discrimination and inequality.</li> </ul>	
<b>Circumstances</b>	<ul style="list-style-type: none"> <li>• Travel flexibility as the post requires short trips within the UK including some evening and weekend work Attendance at members meetings and events will require travel to the Traverse office</li> </ul>	

# More information and How to apply

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## Key information

**Role title:** Senior Consultant – Public Engagement/Social Research

**Salary:** £40,000 pa plus a pension contribution of 7% (employer contribution). Annual holiday entitlement is 38 days (including the usual public holidays).

**Location:** Our office location is in central London although our staff are dispersed across the UK. A full time role is 35 hours a week, we are fully equipped to support home working and are happy to talk flexible and part-time working.

**Contract:** Permanent

**Hours:** 35 hours per week (happy to talk flexible working)

**Start Date:** ASAP

**Closing Date:** 09:00 on 12/04/2021

## How to apply

To apply, please complete our online application form and send it to [recruitment@traverse.ltd](mailto:recruitment@traverse.ltd).

Please also complete and return the Equality and Diversity Monitoring Form via our online platform Magpie, 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:

- Paying for childcare whilst you're at Traverse interviews where these take place in person. Paying for your travel costs to the office and back for interviews.
- Making any reasonable adjustments – for example ensuring we have BSL interpreters organised in advance if you'd like them.
- Providing this document in a Word document format readily available to download.
- Offering a guaranteed first stage interview with disabled candidates who meet the minimum requirements for the role.