

## 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 leading provider of complex and digital consultation services.
- A leading provider of social research and engagement services in the UK.
- The market leader in understanding and measuring social impact through evaluation, giving organisations we work with the evidence to show the good they do.
- An exemplar employee owned business that models how to get the best out of our people.



## Benefits of working with Traverse

### Working for a social purpose

Traverse is a small but capable team with around 40 permanent staff members plus associates, temporary & flexible staff. 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 more than just an employee and should consider yourself a business owner.

### Work you love doing

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 capacity but also to their interests and career development aspirations. This may mean gaining experience across several sectors but also developing a specialism in one or more sectors and one or more service areas.

### 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.

### Salary

We offer a competitive salary and review system.

Consultants are paid on a scale £25,000 - £36,000 per annum depending on experience.

	Support & research zone £25,000 - £28,000	Established zone £28,000 - £32,000	Experienced zone £32,000 - £36,000
Accountability	May be relatively new to Traverse and expected to gain skills and experience quickly. Will focus initially on support and research work.	Takes responsibility for project managing smaller projects or discrete areas of a project. May also coordinate the work of 1-2 other consultants. Less supervision required than at	Responsible for the project management of one or more significant projects. Responsible for oversight of the project, ensuring project delivery, allocating tasks to the project team, liaising with



		the Support and Research zone.	the client and managing the budget.
<b>Business development</b>	Contribution to proposals will largely be administrative support, for example, the post-holder may gather information for a proposal. Will not normally attend pitches. Contribution to wider business development activities	Makes a contribution to winning work e.g. helping to write a proposal and methodology design. Will not normally have overall accountability for the proposal. May attend pitches alongside a Senior Consultant or Principal. May attend conferences Contribution to wider business development activities	Makes a contribution to winning work e.g. helping to write a proposal and methodology design and May take the lead on developing proposals. May attend pitches alongside a Senior Consultant or Principal. May attend conferences Contributes to wider business development activities and may lead on them
<b>Delivery</b>	Will carry out a range of research and support tasks, such as booking and undertaking interviews, facilitating small groups, running a survey, data entry, coordinating temporary data entry staff, and general project administration, as well as contributing to analysis and reporting.	Undertakes research that requires greater responsibility, experience and oversight than at the Support and Research zone, such as designing research materials and methodology, developing coding frameworks, leading focus groups or facilitating at workshops, and leading on analysis and reporting.	As for established zone.

## Salary package

Holiday: 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.

Pension: Eligible to join pension scheme with an employer contribution of 4%

Season ticket loan: Eligible for interest free loan at end of probation period

Cycle scheme: Eligible for interest free loan at end of probation period

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 will pay out bonuses. As a staff-owned company, we are eligible for preferential tax treatment on these bonuses and they can be paid tax free.



## Job Description

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

Consultants at Traverse work closely with project managers and project directors to support the effective delivery of a number of projects, which may include research, evaluation, engagement, consultation and change management. This will include providing research, analysis, evaluation, facilitation, project management and coordination support.

#### Delivery

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

- Maintaining good client relationships, including effectively liaising with clients and communicating with clients, partners and sub-contractors on a day-to-day basis.
- Designing and implementing mixed-methods project consultancy approaches including quantitative and qualitative data collection methodologies and tools.
- Supporting analysis and writing for project reports, including handling qualitative and 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)
- Setting up surveys, including design and setting up using specific software; monitoring response rates and analysing findings.
- Designing interview topic guides, recruitment materials, workshop materials, data collection templates and analytical frameworks.
- Undertaking data collection activities, including liaison with participants, facilitation of small groups and large events (training will be offered), telephone, online and face-to-face interviews.
- Maintaining clear and accurate computer and paper records following ISO 27001 processes.
- Undertaking/supporting the administration of meetings and events.
- Use of appropriate IT packages, including specialist research and consultation and infographics software.
- Providing efficient and high-quality project coordination and project management support.

#### Business Development

- Contributing to the process of proposal writing (e.g. through conducting background research into policy and other drivers relevant to the focus of the specification in



question, contributing to developing methodological approaches, drafting proposals).

- Participating 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.

### 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, Senior Consultants and Project Coordinators
- Project teams including IT
- Other members of Traverse, including temporary staff
- Clients, partners and other key stakeholders.

### Person Specification

	Essential	Desirable
Training and Education	Good relevant undergraduate degree, or equivalent	Relevant higher degree or relevant postgraduate qualification.



	qualification/experience (particularly in a social science discipline).	
Experience	<p>Good experience in at least one 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>Experience of managing multiple tasks or projects effectively.</p>	<p>Previous experience in research or consultancy.</p> <p>Experience in any of the following areas:</p> <ul style="list-style-type: none"><li>- Statistical analysis</li><li>- Projects involving vulnerable or seldom heard people (e.g. older people, Young people, BME, long term conditions) or clinicians.</li><li>- Utilising databases.</li><li>- Web-based consultation projects involving digital engagement channels.</li><li>- Experience in facilitation techniques and process design.</li></ul>
Skills and knowledge	<p>Good IT skills.</p> <p>Good knowledge and experience of using Microsoft Office (Word, Excel, PowerPoint)</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>Strong analytical skills</p> <p>Good numeracy skills</p> <p>Demonstrable interest in the policy issues in one or more of Traverse's key sectors.</p> <p>Excellent organisational skills.</p>	<p>Understanding of any of the following policy areas:</p> <ul style="list-style-type: none"><li>- environment/ climate change</li><li>- infrastructure planning</li><li>- energy</li><li>- water</li><li>- health</li><li>- social care</li><li>- central government</li></ul> <p>Skills within the following areas:</p> <ul style="list-style-type: none"><li>- NVivo, SNAP, SPSS and other software or technology-based processes supporting evaluation, research or engagement activities.</li><li>- Experience of handling and analysing large datasets.</li><li>- Experience of interpreting statistical analysis including segmentation and key drivers/regression analysis</li><li>- Quantitative analysis (creating and interpreting pivot tables / cross-tabs) and numeracy skills.</li></ul>



		<p>Understanding trends in digital engagement and consultation theory and practice.</p> <p>Knowledge of social media and understanding of how they may be applied across the range of Traverse's work.</p>
Behavioural skills	<p>Able to act on own initiative.</p> <p>Self-motivated and good at managing time and workload in a fast-paced commercial consultancy environment.</p> <p>Excellent customer service and client awareness.</p> <p>Able to work collaboratively with colleagues.</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 cope with a high degree of ambiguity.</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>Exceptional attention to detail.</p>	<p>Strategic thinker.</p> <p>Able to work well with diverse client and community groups, including and vulnerable people.</p>
Special circumstances	<p>Willingness to work occasional unsociable hours, including early mornings, evenings and weekends.</p>	<p>Willingness to travel at least twice a month for 1-3 days at the time.</p>
General	<p>A commitment to Traverse ownership and governance model.</p> <p>A commitment to the values of Traverse and to observing the Traverse charter.</p> <p>Ability to behave in a manner consistent with principles of fairness and equality, supporting the implementation of our Equality and Diversity policies.</p>	



## 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 how you fit the person specification and what you could bring to our business.

Please return your application form to [recruit@traverse.ltd](mailto: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.