



Job Description

Research and Quality Assurance Specialist

Job Details	
Grade	5
Department	Quality Assurance
Reporting to	Principal Social Worker

Who Are We?

We are Birmingham Children's Trust.

'Working Together to make Birmingham the greatest city to grow up in.'

The sole purpose of Birmingham Children's Trust is to make a positive difference for children, young people and families in the city, by driving up the quality of practice and partnerships across the city and its services.

Every employee from Family Support and Social Workers to Finance and Legal, work together to make a positive difference to children, young people and families. We are one team, and each have an important role to play in achieving the Trust's objectives.

Birmingham Children's Trust Leadership team comprises of six Executive Directors who are responsible for leading and managing the Trust to be an autonomous and high performing organisation.

Our Vision:

Our vision is to build a Trust that provides excellent social work and family support for and with the city's most vulnerable children, young people and families.

We will do this:

- with compassion and with care.
- through positive relationships, building on strengths.
- in collaboration with children, young people, families and partners.
- by listening, involving and including.
- in ways that are efficient and deliver value for money.

Success will mean significant progress towards these outcomes:

- healthy, happy, resilient children living in families.
- families able to make positive changes.
- children able to attend, learn and achieve at school.
- young people ready for and contributing to adult life.



- children and young people safe from harm.

Our Values:

ONE TEAM

ACCOUNTABILITY AND RESPONSIBILITY

QUALITY AND INNOVATION

RELATIONSHIPS

HIGH SUPPORT HIGH CHALLENGE

Key Responsibilities

The Research Team provides analytical and intellectual support to the Trust to guide our service improvement and organisational development needs. The Team generates and collects intelligence and experiential feedback from the children and young people and families we support, and our colleagues within the Trust and beyond.

This post will lead on analysis, both qualitative and quantitative, and will also be involved in setting up and undertaking research activities, and disseminating the findings in relevant and tailored formats aimed at problem solving and improvement.

The postholder should have a strong commitment to the importance of customer feedback in informing the Trusts work, with a strong attention to detail and the ability to summarise large amounts of quantitative and qualitative data.

- Undertaking in-depth quantitative and qualitative data analysis on both small and large scale projects, highlighting key trends and issues for the Trust.
- Analysing feedback from children, and families to establish what is working well, identify strengths and areas of practice needing improvement.
- Supporting collection and analysis of PQA activities, workforce health check feedback, and feedback from annual surveys.
- Utilising Microsoft Excel to support data analysis, including to produce trends, cross-tabulations, frequencies and percentages, graphical representations etc
- Examining data quality and cleaning data to identify and address data errors, discrepancies and gaps.
- Leading on and supporting colleagues with survey design and creation, in both online and paper formats
- Leading on and supporting the development of other research tools as required, such as interview schedules and focus group discussions.
- Leading on and supporting the implementation of research activities, for example undertaking telephone/face to face interviews, and acting as a second facilitator in focus group discussions.



<ul style="list-style-type: none">Utilising a range of programmes to support the design, analysis and reporting of projects, including Microsoft Excel, Word, Powerpoint and Teams.
<ul style="list-style-type: none">Writing clear and tailored research reports, summary reports, organisational briefings and other communications to disseminate data analysis and research findings
<ul style="list-style-type: none">Creating methodological and promotional materials for research activities, devising sample lists and undertaking participant recruitment.
<ul style="list-style-type: none">Undertaking desktop research, policy and literature reviews, summarising key implications for the Trust and learning points.
<ul style="list-style-type: none">Reviewing research applications in line with the internal research governance process.
<ul style="list-style-type: none">Liaising with colleagues across the Trust's services supporting them to collect child and family feedback, supporting the analysis of feedback and co-ordinating feedback at a Trust wide level.
<ul style="list-style-type: none">Support or lead on feedback from Trust staff and our partners.
<ul style="list-style-type: none">Any other activities commensurate with the post

Key Information				
Is a Safeguarding Check needed?		Children	Adults	Children and Adults
	Basic			
	Enhanced	x		
Will this position have Line Manager Responsibility?	Dropdown Options: <div>No</div>			

Person Specification

Essential Criteria		
Method of Assessment (M.O.A): AF = Application Form; E = Work Based Exercise; I = Interview; P = Presentation; Q = Qualifications		
CRITERIA	Method of Assessment (M.O.A)	ESSENTIAL
Qualifications	AF	Educated to degree level qualification



Experience	AF/I	Experience of working on research projects in planning, design, implementation, analysis and write up
Competencies/Capabilities	AF/I	Experience of undertaking quantitative and qualitative data analysis and reporting
Competencies/Capabilities	AF/I/E	Ability to analyse quantitative data using Microsoft Excel to produce trends, cross-tabulations, frequencies and percentages, graphical representations, correlations, etc.
Competencies/Capabilities	AF/I	Able to judge data quality and cleanse data, to identify data errors, discrepancies and gaps.
Competencies/Capabilities	AF/I/E	Ability to identify salient themes from qualitative data, analyse qualitative data using a thematic frameworks, quantify qualitative data, and identify illustrative quotes
Competencies/Capabilities	AF/I	Able to create Excel templates for qualitative data analysis
Competencies/Capabilities	AF/I/E	Able to extract key messages from quantitative and qualitative analysis to create clear reports, summary reports, briefing notes and other publications including graphical and illustrative representations of results
Competencies/Capabilities	AF/I	Understanding of research principles
Competencies/Capabilities	AF/I	Research design skills - survey design and construction of paper and online surveys.
Competencies/Capabilities	AF/I	Research design skills – face to face methods and ability to undertake interviews and support focus groups
Competencies/Capabilities	AF/I	Ability to undertake desktop research into policy and



		practice, and identify implications for the Trust.
Competencies/Capabilities	AF/I	Ability to plan and co-ordinate a range of simultaneous activities and ensure all members are clear about their deliverables and timescales
Competencies/Capabilities	AF/I	Ability to work with team colleagues and colleagues across the organisation in a collaborative way.
Competencies/Capabilities	AF/I	Able to write creatively for promotional and other communication purposes, for example Trust news pieces, case studies, and briefings
Competencies/Capabilities	AF/I	Commitment to child and family feedback and engagement
Competencies/Capabilities	AF/I	Ability to work on own initiative and to consult where appropriate
Competencies/Capabilities	AF/I	Ability to manage time effectively
Competencies/Capabilities	AF/I	Willingness to undertake on-going continuous professional development, participate in regular supervisions, appraisals and take responsibility for own learning and development needs
Other	AF/I	To be flexible and be prepared to work shifts/ unsociable hours when required
Other	AF/I	Competent in use of Microsoft Excel, Word, Outlook and PowerPoint.
Other	AF/I	An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by Part 7 of the Immigration Act 2016

At Birmingham Children's Trust, we are dedicated to safeguarding and promoting the welfare of children and young people. We expect our staff to create an environment and culture that promotes equality, diversity, and inclusion and advocate for anti-discriminatory practices and behaviours.

