



VCSEP Research and Insight Manager

Job Level	L4	Job reference No.	
		Role review	March 2022
Directorate	VCSEP	Service/Function	VCSEP
Reports to	BRC Strategic Insight Lead	Matrix Reporting	VCSEP Director

Scale and scope of role

Direct reports	0	Indirect reports	0
Budgetary responsibility / accountability	0	Accountability for other resources	0

Context

The Voluntary and Community Sector Emergencies Partnership, hosted by the British Red Cross, was formed with the aim of improving the coordination of national and local response by the sector before, during and after emergencies. We are 230 local, regional and national organisations committed to working together across the voluntary sector and government in preparation for and response to major shocks. We learn and improve from every emergency, and continuously build community resilience to enable a more connected response to future emergencies for those in need.

Right now, we continue to respond to the Covid-19 crisis where needed and are moving towards supporting the sector with the recovery phase. Our long-term goal is to establish a legacy that can be scaled up and down in times of local or national emergencies.

The Emergencies Partnership is co-chaired by the British Red Cross and the National Association for Voluntary and Community Action (NAVCA) and comprises partners from across the sector, including Business in the Community, St John Ambulance, Salvation Army, National Emergencies Trust (NET), Muslim Charities Forum, UK Community Foundations, Victim Support, Volunteering Matters, RE:ACT and over 200 local CVS partners. This contract for this role will be held by the British Red Cross.

Our values and principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality. The VCSEP is committed and bound to these values and principles by extension.

Purpose of the role

The Regional Insight Manager will work alongside service designers to develop how the partnership generates and maintains actionable grassroots and regional insight and intelligence prior to, during and after an emergency. The role will test and iterate approaches to building capability and commitment across our partners to develop and use that intelligence for the benefit of our respective organisations, and local and national government.

Main responsibilities

Partner engagement

- Work with service design agency to research to understand how our local/regional partners currently inform their decision making prior to or during an emergency, and what tools and data they use to support this
- Work alongside the regional engagement team, the national insight team and the national Comms Lead to inform approaches and training that build understanding, confidence and capability around insight driven decision making

Insight collection

- Work with partners/users to test, iterate and coordinate new processes and mechanisms to gather research and insight from local and regional partners, in a flexible but consistent way
- Provide feedback on tools developed by the partnership insight team to ensure they cater to local and regional organisations' needs
- Collate local and regional intelligence available, analyse the findings and work with the wider insight team to present easy to access visualisations of the findings and recommendations back to the partnership. Test the idea that this insight can be actionable at the regional, national and statutory level
- Pilot a simple feedback mechanism to local and regional partners on where and what their insight is used for.
- Work with wider insight team to test/pilot new approaches to horizon scanning and sharing emerging threats and trends with local/regional partners

Continuous improvement

- Identify the potential risks and opportunities of/for VCSEP insight and information management, data processes and outputs.
- Ensure that lessons learnt are captured, fed to the VCSEP partners and followed up on for future preparedness and response activities.

Team Member

- Actively participate in all team meetings
- Support other team members
- Work and behave in accordance with all BRC and VCSEP policies and procedures
- Uphold the fundamental principles of the Red Cross and act with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic).

Pre-engagement checks

Criminal Records

Type of criminal record checks required for this role

England and Wales - Disclosure and Baring Service Check (DBS)
<ul style="list-style-type: none"> • None
Scotland
<ul style="list-style-type: none"> • None
Northern Ireland
<ul style="list-style-type: none"> • None

Drivers Checks

<ul style="list-style-type: none"> • Required No

Diversity

At the British Red Cross, and within VCSEP, we want our teams to reflect the diversity of the communities we serve, offering equal opportunities to everyone, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to work. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Person Specification

	Requirement	Evidenced obtained through Shortlisting (S) Interview (I) or Assessment (A)

Knowledge and Skills	Essential	<ul style="list-style-type: none"> > Familiarity with information management standards, tools and processes, and information analysis > Understanding of social statistics > Information Management and data skills in the areas of data collection, data management, data collation and analysis, and visualisation/reporting > Understanding of qualitative research methods > Communicating data and information effectively to different audiences > Training, mentoring and supporting staff or volunteers. > Highly motivated and well organised > Excellent communication skills at a variety of levels > Self-motivated and able to operate with minimal supervision 	S		
	Desirable	<ul style="list-style-type: none"> > Demonstrable experience in changing and adapting approaches based on learning > Awareness of relevant data protection legislation > Familiarity of GIS (ArcGIS, QGIS), Power Query and PowerBI 			
Experience	Essential	<ul style="list-style-type: none"> > Experience in a field related to Information Management, Geography, Social Science, Information Analysis or Disaster Preparedness/Response > Experience using data, insight and evidence for storytelling and decision making > Dealing with complex situations and tasks > Working as part of a multidisciplinary team > Working in remote teams > Able to adapt work schedules, plans and resources to meet changing need 	S		
	Desirable	<ul style="list-style-type: none"> > Experience of Voluntary & Community Sector / Emergency or Crisis Response > Project management experience beneficial but not essential 			

Behaviours	<p>FOCUSSING ON PEOPLE IN CRISIS Has a continual focus on the needs of the people we support and genuinely understanding their needs</p> <ul style="list-style-type: none"> • Puts people in crisis at the heart of what they do • Uses knowledge of the needs of people in crisis to feed into on-going planning and shaping of services • Encourages others to think from those perspectives • Acts as a role model for engaging, empowering and acting with integrity toward people in crisis, communities and advocates <p>SEEKING INSIGHT Driven by a desire to understand the bigger picture and the long-term impact on people/issues whilst encouraging others to see the value in seeking insight.</p> <ul style="list-style-type: none"> • Demonstrates an ability to gather and use information effectively by checking what is required to understand the situation • Gathers evidence to build the case for change or resolve issues by analysing relevant information and identifying connections • Asks a range of questions, from different sources, to get at the root of a situation or problem <p>LEADING AND ENGAGING Provides direction, support and clarity to others to enable them to deliver effectively.</p> <ul style="list-style-type: none"> • Demonstrates enthusiasm and commitment, taking ownership and involving others in order to contribute to achieving our purpose • Helps team members to understand the bigger picture in a way that is meaningful and engaging for them • Is approachable, empathetic and supportive, helping people to solve problems, address issues or adapt to change • Leads by example by holding themselves and others to account <p>WORKING COLLABORATIVELY Pro-actively builds collaborative relationships internally and externally</p> <ul style="list-style-type: none"> • Takes the time to be curious, gets to know others and their perspective, formally and informally • Manages relationships and partnerships for the long term – sharing insights, building trust, constructively and openly tackling conflict in order to agree solutions • Helps others to understand the common ground 			
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Additional requirements	Essential	<ul style="list-style-type: none"> > Ensures inclusive practice and promotes diversity. > On occasions, particularly in times of an emergency, work outside normal working hours to achieve objectives 			
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We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act) who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident