

JOB DESCRIPTION

Head of Research and Data Insight

Our mission at Victim Support Scotland is to ensure that those affected by crime receive high quality support that will help them to recover from their experiences and that support is provided in ways that suit victims and witnesses' needs. We want victims and witnesses to be at the heart of everything we do so they have improved health and well-being, feel safer, more secure, and informed and that we are an effective organisation, that makes a lasting difference. We aim to do this by adhering to our own organisational values of being supportive, striving for excellence and offering personalised and accessible services and these are reflected in the behaviours expected of all staff and volunteers.

Reporting to:	Director of Development and External Affairs
Pay Band:	6
Base:	Central Belt – VSS premises
Direct line report:	TBC
Job Purpose	
<p>As a member of the Corporate Leadership Team (CLT) and reporting into the Director of Development and External Affairs, you will be leading a programme to deliver evidence and insight across Victim Support Scotland.</p> <p>The primary purpose of this post is a leadership role responsible for the development and use of data, research and insight at Victim Support Scotland.</p> <p>We use research, data, and insight to support all aspects of our work, including strategic development; new business ideas; grant making and reporting; and leadership and advocacy. You will be required to build relationships at all levels and work collaboratively to ensure data, research and insight informs ideas and decision making.</p> <p>You will lead the in designing, commissioning, management, and dissemination of all the research as well as analysing findings to present them appropriately and effectively, including for our Executive Leadership Team (ELT) and the Board.</p> <p>You will champion the role of an effective data service in delivering our strategic outcomes. Working across the organisation, you will promote an evidence-based culture across Victim Support Scotland.</p>	
Key Accountabilities	
<p>DUTIES AND RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Define the research strategy and roadmap in alignment with business goals, objectives, and priorities. • Design and lead research and development programmes and projects across the breadth of Victim Support Scotland's strategic priorities – ensuring that work is delivered to time and quality expectations, within budget, and with appropriate measures of its impact. • Work with colleagues to identify and secure sources of income including through proactive approaches to funders and partners, responding to tenders and calls for proposals, and through the development of products and services. • Design and execute qualitative and quantitative research projects that address and inform service delivery development. • Develop and maintain effective relationships and networks with key stakeholders involved in relevant policy, delivery and research – including Scottish Government, third sector organisations, service providers, and research centres. 	

- Partner with cross-functional teams to ensure that research findings are integrated into decision-making at all levels of the organisation.
 - Develop and deliver a business plan for research and data insight annually that aligns with and supports the overarching strategic objectives of Victim Support Scotland.
 - Develop metrics for monitoring the impact and reach of research and data insight outputs to ensure that the focus is on areas which will achieve the maximum impact for the benefit for victims and witnesses.
 - Lead the development of a programme which identifies and addresses the evidence gaps, delivering new evidence and insight across the whole range of experience of everyone affected by crime.
 - Identify and develop effective relationships with potential collaborators and partners to develop shared projects and programmes which improve the evidence base for all aspects affecting victims and witnesses.
 - Manage programmes in accordance with appropriate project management methodology ensuring milestones are delivered to time and budget.
 - Ensure equality, diversity and inclusion and the voices of victims and witnesses are considered in all aspects of research & evidence and supporting VSS service delivery.
 - Keep up to date with key developments in policy, research and practice on learning, skills and employment, and on innovations in research and evaluation methods and tools.
 - Proactively provide advice, support and guidance to colleagues across Victim Support Scotland in order to improve the quality and impact of our research, working closely with other 'Heads' within the Corporate Leadership Team (CLT).
 - Work with the Head of Communications & External Affairs to communicate and promote our work and to identify opportunities for research and evidence to influence policy and practice across justice activities.
 - Present research findings to Board and Executive Leadership Team meetings, influencing decisions that impact the direction of serviced delivery.
 - Support the governance of the organisation, including by producing or contributing to reports and presentations for the Board and Executive Leadership Team.
 - Develop and implement processes and systems to improve efficiency and quality of research deliverables.
 - Identify opportunities for process improvement and lead initiatives to drive change.
 - As a member of the Corporate Leadership Team, provide leadership across the organisation including deputising for the Director of Development and External Affairs as required.
- This is not an exhaustive list of duties and responsibilities you may be required to undertake any other duties and reasonable requests that are in keeping with the nature of this role.

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KEY REQUIREMENTS			
1	Qualifications		EVIDENCED
	<ul style="list-style-type: none"> Post-graduate Degree (in a relevant subject), equivalent qualifications or evidence of equivalent experience. 	E	Application
	<ul style="list-style-type: none"> Evidence of commitment to continuing professional development. 	D	Application
2	Skills / Abilities		
	<ul style="list-style-type: none"> Excellent quantitative and/or qualitative research skills. 	E	Application
	<ul style="list-style-type: none"> Detail-oriented, meticulous, and attentive to accuracy. 	E	Application
	<ul style="list-style-type: none"> Excellent organisational and planning skills. Including programme, resource and performance management. 	E	Application
	<ul style="list-style-type: none"> Excellent communication skills in both written and verbal form. 	E	Application
	<ul style="list-style-type: none"> Track record of effective external relationship management with strong interpersonal, communication, and presentational skills, including an ability to present information visually to non-experts. 	E	Application
	<ul style="list-style-type: none"> Ability to design, develop and utilise appropriate methods and tools to support high quality research. 	E	Application
	<ul style="list-style-type: none"> Strong people management skills. Including developing and motivating colleagues. 	E	Application
3	Experience		
	<ul style="list-style-type: none"> Experience of delivering a range of research outputs. 	E	Application
	<ul style="list-style-type: none"> Experience of working effectively at a senior level, influencing, and advising on policy and strategy. 	E	Application
	<ul style="list-style-type: none"> Experience working with interdisciplinary teams. 	E	Application
	<ul style="list-style-type: none"> Experience with big datasets and the tools to work with them. 	E	Application
	<ul style="list-style-type: none"> Experience working with dashboarding tools (e.g., Power BI). 	D	Application
4	Knowledge		
	<ul style="list-style-type: none"> Advanced knowledge of a range of research and evaluation methods and their application. 	E	Application
	<ul style="list-style-type: none"> Proven and successful experience in the execution of data analytics initiatives, leading to the development of useful insights and the improvement of performance. 	E	Application
	<ul style="list-style-type: none"> Proficiency to advanced skills with Microsoft Office Suite, and highly proficient in the use of data visualisation tools. 	E	Application
	<ul style="list-style-type: none"> Sound knowledge of application of research ethics and data management. 	E	Application
	<ul style="list-style-type: none"> Knowledge of criminal justice and/or charitable sector in Scotland. 	D	Application
5	Personal Qualities		
	<ul style="list-style-type: none"> Ability to work independently – highly self-motivated. 	E	Application
	<ul style="list-style-type: none"> Proven excellence in the management of varied teams and leading and supporting them to achieve goals. 	E	Application
	<ul style="list-style-type: none"> A strong commitment to equality, diversity, and inclusivity. 	E	Application

In order to apply please submit your CV and Supporting Statement to jobs@victimsupportscotland.org.uk
It is important that your Supporting Statement can provide evidence against ALL of the key requirements of the position and which are listed above.