

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Senior Research and Insights Consultant	Department	Strategy and Performance
Location	National Office	Direct/Indirect Reports	Volunteers
Reports to	Head of Research and Insights	Date Revised	27 Jul 2017
Job Grade	Job Grade 6		

■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a daily basis.

■ Position Summary

The Strategy and Performance department provides a support function for the organisation to increase organisational effectiveness, efficiency and performance. This is undertaken via collaborating, advising (and up-skilling), coordinating and supporting Australian Red Cross people across a range of enterprise wide activities. The Research and Insights Team informs good decision making.

The Senior Research and Insights Consultant is responsible for high level research and advice, and statistical analysis expertise to support the implementation of the Australian Red Cross' Research and Insights program and agenda to support delivery of the organisation's strategic goals and outcomes, and enable evidence based decision making.

■ Position Responsibilities

Key Responsibilities

- Contribute to the development and implementation of the organisation's research and insights agenda
- Provide leadership and day to day management of key strategic research projects, in particular those related to quantitative methodologies including research briefs, contract negotiation and management, questionnaire design and testing, survey sampling, and analysis and reporting to ensure the timely delivery of quality research outputs
- Manage and undertake statistical analysis and interpretation of existing population and quantitative data sets, and produce reports to meet the organisation's business needs including descriptive, multivariate, significance testing, regression, factor or cluster analysis, and other advanced analysis
- Establish and manage effective partnerships with key internal and external stakeholders to identify, lead and deliver high quality research and business outcomes
- Contribute to coaching and capability building across the organisation in relation to research activity and utility
- Prepare high level correspondence, briefings, board and executive papers, and related procedure documents
- Provide quality research advice and reporting on relevant issues to senior management, and other internal or external stakeholders
- Effectively contribute and collaborate as part of a high performing team.

■ Position Selection Criteria

Technical Competencies

(These are the specialist skills required for the role. Below are examples only)

- High level strategic thinking skills including to:
 - analyse and identify issues and organisation-wide implications and propose solutions; and
 - harness information, identify critical gaps and assess the value of data insights to identify and develop opportunities with internal and external partners
- Demonstrated ability to lead, manage, design and deliver complex, large scale quantitative research and survey solutions including questionnaire design, sampling, field management, data management and cleaning, advanced statistical analysis and interpretation of populated based and quantitative data using SPSS or other similar analysis software
- Excellent consultation, liaison and client service skills to provide expert advice to support decision making and delivery of quality and timely research outputs
- Highly developed communications skills (including interpersonal, negotiation, influencing and presentation) including the ability to collate and translate technical information and adapt communication appropriate to different audiences
- Proven ability to build and maintain effective relationships both internally and externally with a diverse range of stakeholders to forge strategic partnerships
- Knowledge and composition and operations of the Australian humanitarian sector and an understanding of the factors impacting on key humanitarian issues both domestically and globally.

Qualifications / Licenses

- Tertiary qualifications and demonstrated experience in statistical analysis, quantitative research methodologies, population-based and social or market research methods.

Behavioural Capabilities

- **THINK | Investigate, Analyse and Inform Decisions | Seeks information and analyses evidence and data to inform organisation decision making**
Asks the right questions to get information | Checks data for relevancy, accuracy and completeness | Gathers data to diagnose a problem | Informs evidence-based decisions
- **ACHIEVE | Evaluate and improve | Evaluates processes or programs to drive continuous improvement**
Identifies current opportunities or challenges to improve efficiency and effectiveness | Monitors own performance to meet expectations | Evaluates processes to identify continuous improvement opportunities
- **ACHIEVE | Change, adapt and innovate | Improves processes or programs through demonstrating flexibility and innovation**
Accepts new ideas and change initiatives | Works to support the implementation of change | Understands how change impacts their role and adjusts activities and work style accordingly | Adjusts to change positively
- **COLLABORATE | Share information and communicate effectively | Seeks and shares information and analyses evidence and data to inform decisions**
Proactively seeks and shares information | Checks data for relevancy, accuracy and completeness | Gathers data to diagnose a problem | Informs evidence-based decisions
- **LEAD | Being strategic | Identifies optimum strategic responses in a changing environment**
Aligns work activities to Red Cross strategic goals | Ensures short term goals and objective are achieved

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Code of Conduct and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter. Police check renewals may be required earlier than 3 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters