

## Position Description

# Senior Research Officer (Outcomes Measurement)

*Position Number: 00062541*  
*Position Title: Senior Research Officer*  
*(Outcomes Measurement)*  
*Date Written: May 2018*

*Faculty / Division: UNSW Business School*  
*School / Unit: Centre for Social Impact*  
*Position Level: 7*

## ORGANISATIONAL ENVIRONMENT

UNSW is currently implementing a ten-year strategy to 2025 and our ambition for the next decade is nothing less than to establish UNSW as Australia's global university. We aspire to this in the belief that a great university, which is a global leader in discovery, innovation, impact, education and thought leadership, can make an enormous difference to the lives of people in Australia and around the world.

Following extensive consultation in 2015, we identified three strategic priority areas. Firstly, a drive for academic excellence in research and education. Universities are often classified as 'research intensive' or 'teaching intensive'. UNSW is proud to be an exemplar of both. We are amongst a limited group of universities worldwide capable of delivering research excellence alongside the highest quality education on a large scale. Secondly, a passion for social engagement, which improves lives through advancing equality, diversity, open debate and economic progress. Thirdly, a commitment to achieving global impact through sharing our capability in research and education in the highest quality partnerships with institutions in both developed and emerging societies. We regard the interplay of academic excellence, social engagement and global impact as the hallmarks of a great forward-looking 21st century university.

To achieve this ambition we are attracting the very best academic and professional staff to play leadership roles in our organisation.

## UNSW BEHAVIOURS

UNSW recognises the role of employees in driving a high-performance culture. The behavioural expectations for UNSW are below.

### Demonstrates Excellence

Delivers high performance and demonstrates service excellence

### Drives Innovation

Thinks creatively and develops new ways of working. Initiates and embraces change

### Builds Collaboration

Works effectively within and across teams. Builds relationships with internal/external stakeholders to deliver outcomes

### Embraces Diversity

Values individual differences and contributions of all people and promotes inclusion

### Displays Respect

Treats others with dignity and empathy. Communicates with integrity and openness

## OVERVIEW OF RELEVANT AREA AND POSITION SUMMARY

UNSW Business School is a leader in business education and research in the Asian region and one of the largest Business Schools in Australia with more than 15,000 students, 500 academic and professional staff and more than 80,000 alumni and partners. The Business School offers a full suite of business degree programs at undergraduate, postgraduate, coursework and research levels, including the AGSM MBA programs and a range of Executive Programs. Its direction is guided by a business advisory council of leading CEOs, chairpersons and other business leaders.

The Business School's reputation is built on its outstanding staff, students and alumni and a cultural diversity which ensures an international focus. It also has a long history of deep industry engagement, and takes pride in the impact it has through its educational and research activities. The School is frequently ranked among the top 50 in the world, and in some areas among the top 20, according to global indicators. For further information, see: <https://www.business.unsw.edu.au/>

The **Centre for Social Impact** (CSI) is a national research and education centre dedicated to catalysing social change for a better world. CSI is built on the foundation of three of Australia's leading universities: UNSW Sydney, The University of Western Australia, and Swinburne University of Technology.

Our **research** develops and brings together knowledge to understand current social challenges and opportunities; our postgraduate and undergraduate **education** develops social impact leaders; and we aim to **catalyse change** by drawing on these foundations and translating knowledge, creating leaders, developing usable resources, and reaching across traditional divides to facilitate collaborations.

The Centre operates in alignment with the UNSW Business School and is a critical work unit responsible for delivery of academic priorities of the University and in interactions with students, alumni, industry, government, professional bodies and the community.

**CSI's UNSW office** comprises research, education, and operations teams, a national marketing & communications team and the national CSI CEO.

Amplify Social Impact (Amplify), spearheaded by CSI UNSW, is an innovative, world-first solution to tackle the root causes of complex social problems to create a more equitable and just society. Amplify will catalyse and facilitate sustainable systemic change, by creating an approach and online platform that will help move the sector away from siloed responses. Amplify aims to address complex social issues via a three-pronged approach:

1. Development of a research agenda to produce rigorous evidence about key social issues (the Evidence Base),
2. Engagement of industry partners across the business, social business, not-for-profit, academic, and government sectors to identify and pursue innovative solutions (Connecting and Convening for Systems Change Events), and
3. Development of an online platform for: understanding if, where, and for whom social problems exist via the Australia's Social Pulse tool, accurately measuring social impact via the Indicator Engine tool, and reporting and benchmarking social outcomes via the Yardstick tool.

The Senior Research Officer (Outcomes Measurement) will conduct research that contributes to CSI's strategy and research program including the measurement and reporting of social outcomes and impact and outcomes measurement capacity building activities. They will also take a lead role in attracting industry research contracts and funding, the development and ongoing management of industry relationships, and project management of industry funded research projects [under the direction of the Director – Social Impact Industry]. In addition to this, they will be an integral member of the Amplify Social Impact project team and responsible for contributing to the design of the Indicator Engine online tool, developing the Indicator Engine database, and overseeing data collection done by junior research staff. In addition, the Senior Research Officer will be charged with leading the engagement of stakeholders in the development of system models, outcomes frameworks, and the subsequent operationalisation of those outcomes frameworks. The capacity-building aspect of this position centres around overseeing the development of a multi-method training

approach for the Amplify Social Impact online platform, such that non-Academic audiences increase their capacity to use the platform and successfully engage in outcomes measurement. These objectives will help to increase the centre's reputation for research leadership in social impact by establishing a strong, thriving, high quality research and education environment.

The role of Senior Research Officer (Outcomes Measurement) reports to the Director – Social Impact Industry and has nil direct reports.

Other Key relationships include Academic and Professional Research staff at CSI UNSW and partner universities UWA and Swinburne.

## RESPONSIBILITIES

- Conduct Outcomes Measurement research (quantitative and qualitative) and manage the delivery of accurate analysis and evaluation, interpret research data, and produce timely and accessible communication to different audiences; Manage the Indicator Engine Database and participate directly in developing tools and processes for measuring and evaluating outcomes;
- Oversee the day-to-day management of industry outcomes measurement projects, taking the lead on the more challenging issues that may arise and being responsible for their development, implementation, and ensuring their successful completion and dissemination of findings;
- Develop, manage, and facilitate Amplify Social Impact Systems Change events along with Outcomes Measurement workshops and evaluations;
- Lead the development (with an issue expert) of the Systems Change outcome framework and Soft System Models
- Develop and manage the provision and delivery of sector-based trainings for the Indicator Engine, Australia's Social Pulse, Social index, and Yardstick online tools including oversight of in-person trainers. Contribute to data communications via the Amplify Social Impact website. Contribute to CSI's education offering including teaching, research, development of subject material with appropriate guidance.
- Engage effectively with stakeholders and the research community. This includes representing CSI and UNSW in events as required; proactively engaging and collaborating with industry and government partners to identify and take the lead on applications and proposal submissions, secure funded outcomes and impact measurement research projects, and identify opportunities for program evaluation delivery and training; and developing productive relationships and working in collaboration with research team members across CSI (includes UNSW, Swinburne and the University of Western Australia) as well as forming new partnerships and collaborations;
- Take a lead role in attracting industry research contracts and funding, the development and ongoing management of industry relationships, and project management of industry funded research projects
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

## SELECTION CRITERIA

- A degree in Social Science (quantitative) or discipline relevant to CSI with subsequent experience or an equivalent level of knowledge/experience gained in a relevant professional field including:
  - Program evaluation;
  - Outcomes measurement;
  - Social impact measurement;
  - Indicator Development

- A strong track record of, experience in, and knowledge of quantitative outcomes measurement techniques, such as:
  - indicator development
  - the development of data collection instruments
  - program evaluation
  - measurement and reporting of outcomes
  - impact measurement
- High-level quantitative data management and research skills and a proven record in the management and use of large datasets/databases; experience with Excel, Access, or other database software; knowledge of various IT software including Stata, SPSS and referencing software.
- Demonstrated ability to facilitate and lead online or face-to-face trainings or workshops of diverse audiences in one or more of the following
  - evaluation, systems change and modelling
  - technological tools
  - measurement of social outcomes
- Demonstrated ability to attract, manage, and maintain a robust pipeline of funded industry projects, contracts, industry and other stakeholder relationships, and associated funding through effective industry stakeholder engagement
- Significant experience and expertise in project management of research projects including management of budgets and financial information, data collection and analysis, measurement and reporting of project outcomes, and ability to work to agreed timelines.
- Demonstrated ability to work independently, with a high-level of initiative and flexibility, team-oriented independence and problem-solving ability to meet strict and competing deadlines.
- Demonstrated ability to work with, write for, communicate with, and present to a range of audiences regarding quantitative statistics and research findings
- Knowledge of or commitment to attending relevant training in equal employment opportunity principles and health and safety policies and procedures.

*It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.*