

## **Job description**

### **Research Officer**

Reports to:	Research Manager
Based at:	Coeliac UK Head Office, High Wycombe with possibility of regular working from home in agreement with line manager
Salary grade table:	Specialist (SP4)
Line management:	No direct reports
The role:	This role will focus on providing support for the charity's research activities and at times the wider activities within the Evidence and Policy Team (E&P).

### **Key responsibilities**

- Administration, review and management of the charity's research funding streams and funded research projects; including research calls, peer review, lay review and governance
- Providing support for the charity's internal research projects
- Supporting external third party research projects related to coeliac disease as appropriate
- Assisting with the organisation and administration of the charity's Research Conference and other events organised by the E&P team
- Organising and providing support for the charity's key governance groups and associated meetings; Research Working Group, Research Strategy Board and Research Awards Panel
- Searching and accessing online research publications and summarising them for both lay and academic audiences
- Drafting content for newsletters and other charity communications
- Horizon scanning for useful information in relation to the activities of the E&P team, including evidence to underpin policy positions and standard responses
- Developing cases of need and identifying opportunities for funding applications in conjunction with the E&P and Fundraising teams
- Data entry in Excel for E&P team projects
- To attend organisation and external activities, as required
- Ongoing management and updating of the charity's e-library of research publications
- Maintenance and timely update of the information we hold for people and organisations listed within our Customer Relations Management (CRM) database whilst meeting the requirements of the GDPR
- Searching the CRM database to produce reports for mailings
- Creating campaigns and templates for bulk emails
- Organising meetings and typing up the minutes

### **Knowledge, skills and experience**

- At least five GCSEs at grade C and above, including Math and English
- Graduate (or equivalent) in a relevant discipline
- A motivated individual with initiative and a structured approach to work who has good organisational skills
- Excellent communication and inter-personal skills
- Able to work under pressure and meet deadlines
- A team player

- Good levels of numeracy, literacy and IT skills
- Excellent attention to detail
- Microsoft Office – Word, Excel, PowerPoint

## Competencies

<b>1: General profile</b>
Offers mentoring/guidance to others
Is a key contributor, acts individually as a specialist expert in own area or as a team leader providing direction for others
Acts with no supervision
<b>2: Technical expertise; building &amp; maintaining</b>
Demonstrates depth/breadth of knowledge/skills in own area
<b>2: Technical expertise; applying &amp; anticipating</b>
Applies knowledge/skill through handling complex problems and/or co-ordinating work which may extend beyond own area of expertise; shares expertise with colleagues and other work groups
<b>3: Client/organisation orientation; client response</b>
Proactively acts to understand client needs and identify solutions to non-standard tasks/queries; actively seeks opportunities
<b>3: Client/organisation orientation; organisation understanding</b>
Interprets internal/external organisational issues; makes changes to own and others work to meet these
<b>3: Client/organisation orientation client response; costs</b>
Manages costs against specific contracts
<b>4: Creating &amp; delivering solutions; problem solving</b>
Anticipates patterns and links; looks beyond the immediate problem to the wider implication/knock on effect; takes a new perspective on existing solutions to complex problems
<b>4: Creating &amp; delivering solutions; planning &amp; organising</b>
Develops longer term plans which effect own and other areas and manages resources to achieve the plan
<b>5: Working relationship; communicating, negotiating &amp; influencing</b>
Explains/presents highly complex ideas; anticipates potential objections and prepares case accordingly; influences others
<b>5: Working relationship; teamwork, coaching &amp; guiding</b>
Acts as a facilitator and mentor; moves the team forward; may be a team leader
<b>5: Working relationship; networking</b>
Creates networks internally and externally

This job description is not intended to be an exhaustive list of duties to be performed by the employee. This job description may be altered to reflect the needs of the charity.