



Job title:	Research Manager
Reports to:	Head of Research
Direct line reports:	Research and Policy Interns / Project Facilitators (financial equality)
Contract type:	Permanent
Working hours:	Part time - 21 hours per week
Salary grade:	£21,300 per annum (£35,500 FTE)
Location:	28 Commercial Street, London, E1 6LS (currently working remotely)



Introduction:

- Are you passionate about using research to solve social problems?
- Are you enthusiastic about co-producing research with local communities?
- Are you interested in exploring innovative participatory approaches?

If your answers are yes, we are inviting you to apply for the Research Manager role at Toynbee Hall. We are looking for a passionate colleague to co-lead on Participatory Action Research and grow our research portfolio.

Toynbee Hall

Toynbee Hall is a charity based in the East London since 1884. We work in partnership with communities to create a fairer and happier East London, and use that learning to influence wider policy at the local and national level. We provide free advice services, financial inclusion services, wellbeing services, including work with older people and community learning services supporting young people and new migrants. We work alongside service users and the wider communities to research and influence social policy issues that matter to them.

Research and Policy Team

Our research and policy work contributes to the organisational mission through developing a co-production approach and influencing systems change. We co-produce solutions with policy makers, communities and other stakeholders. Communities are our active partners when designing, delivering and disseminating our research and policy work. Our work is evidence based, so community insights and existing literature shape the project design, and we use evidence to inform policy influencing. Shaping and influencing policy is our primary goal, so the co-production, research and policy strands work closely to achieve this goal.

Toynbee Hall has been developing a Participatory Action Research approach since 2017. We train and support community members as peer researchers, and work with them to address issues they care about, such as community safety and private renting. Toynbee Hall has also been a leader in financial health research and practice since 2002, and we work with communities to research their needs and the barriers they experience to financial wellbeing, identifying good practice, and influencing policy,

practice, product design and product delivery across relevant sectors, including government departments, regulators and industry providers.

We are growing our research portfolio and are currently looking for an enthusiastic research manager to develop our participatory research programme. This is a development role - we will support you to develop your skills on growing a research portfolio and securing funding. You will have the opportunity and support to enhance your subject knowledge, and you will strengthen your research methodology knowledge and skills, particularly in the area of Participatory Action Research.

Job purpose:

1. To work with the Head of Research and other colleagues across the organisation to develop the research strand within Toynbee Hall's research and policy strategy so that it reflects and informs our shared strategic vision and aims.
2. To lead on the research strand of our co-production/ Participatory Action Research approach.
3. To work with the Head of Research and the Development team to secure funding to carry out research and grow our research programme.
4. To work with colleagues and peer researchers to design research addressing the barriers to, and solutions for, improving financial and social equality.
5. To develop and deliver research training for peer researchers.
6. To manage multiple research projects simultaneously to ensure agreed outputs and outcomes are delivered within time and budget, maintaining our reputation for excellence.
7. To manage Research and Policy team colleagues working on financial health in line with Toynbee Hall's HR policies and guidelines, ensuring that all team members have the opportunity to contribute their expertise and develop their skills and knowledge.
8. To develop and maintain strong relationships internally and with a wide range of external stakeholders to create opportunities for research partnerships, promote our learning, and increase our impact.
9. To support the Director of Policy and Head of Research in representing our work as appropriate.



Main duties and responsibilities:

Project and programme management

1. To work with the Head of Research to design a research programme which acts as a coherent whole, with each individual project building on previous learning and/or filling an identified knowledge gap, in pursuit of our agreed organisational aims, and generating evidence and recommendations.
2. To work with the Head of Research, Policy Manager and peer researchers to design Participatory Action Research projects, ensuring community members play an active role in running the projects and projects are designed to inform positive change in social policy.
3. To work with the Head of Research and the Development team to secure funding to carry out research and grow our research programme.
4. To develop and maintain our research relationships, taking responsibility for day-to-day interactions with funders and other stakeholders and ensuring we have willing and engaged partners for our work.
5. To manage and supervise Research and Policy Interns/Project Facilitators, supporting them to conduct primary and secondary research, and recruit and support peer researchers and research participants, and deliver projects to agreed timescales and within budget.
6. To provide research training and work with peer researchers throughout a Participatory Action Research project.
7. To develop effective ways of delivering Participatory Action Research projects, reflecting on our learning and strengthening our expertise.
8. To conduct primary research where appropriate.
9. To work with the Policy Manager and other colleagues to develop policy position statements, identify and describe good practice, and/or develop campaigns for change, all drawing on our research findings.
10. To share learning on our approach and disseminate research insights to Toynbee Hall colleagues and external stakeholders so that our research is relevant, well-used and ultimately makes a difference in our work to tackle inequality.
11. To write high quality research reports and documents, and support the wider Research and Policy team's work through providing feedback and acting as a critical friend within the team.
12. To work with the Head of Research and other colleagues to plan, help organise and run events which support our research strategy and share our learning widely.

Quality assurance and standards

13. To keep informed of relevant external research so that our research is grounded in, and contributes to increasing, our knowledge as a sector.
14. To maintain up to date knowledge of Participatory Action Research and methodology, and ensure that the quality of our research programme is constantly improving and evolving in line with developments across the wider research community.
15. To adhere to our organisational research policies, including but not limited to:
 - a. Engaging and supporting research participants, including offering appropriate reward and recognition, including incentives
 - b. Ethical considerations
 - c. Data collection and management
 - d. Creating opportunities for participants to develop and use their voice



Person specification:

Knowledge and Skills
1. Experience of designing, running and managing research projects addressing social issues, with knowledge of and interest in Participatory Action Research.
2. A track record in contributing to securing research funding through writing proposals and applications.
3. Experience of training and working with peer researchers.
4. Demonstrable knowledge of qualitative and quantitative research methods. You may be stronger in qualitative methods, but you feel comfortable designing and managing mixed methods research projects.
5. Knowledge of social policy issues and an interest in financial health.
6. Ability to build and develop strong relationships internally and externally.
7. Experience of managing at least one other person on a research project.
8. Ability to write research reports or articles which are clear, accessible to a wide non-specialist audience, and which engage people in further thought and action.

Personal Qualities
1. Inquisitive and passionate about using research to solve social problems.
2. Able to reflect on and improve your approach to research and policy work.
3. Able to work under your own initiative.
4. Have, or be willing to develop, an understanding of and commitment to the organisation's values, including equal opportunities and diversity.

How we score and shortlist applications:

We score applications without the front sheet, so we don't know any personal details about candidates before interview – all the shortlisting panel see is your previous experience, qualifications and your personal statement.

We use a score sheet to fairly shortlist applicants. We score against each criteria of the person specification separately. You get 0 points if you don't mention it at all, up to 5 points if your answer is thorough and demonstrates how you meet the criteria in full.

The best way to ensure your application scores well is to use the star technique. So for each point on the Personal Specification give an example of when you've done it. STAR stands for:

- Situation (what was happening)
- Task (what you were supposed to do)
- Action (what you did)
- Result (what was the result of your work)

The easiest way to score highly is to cut and paste the personal specification and then write one or two examples under each heading to show you've done that before. If you haven't done exactly that thing, but think you've demonstrated the skills you'd need somewhere else in your life, mention that too. You don't just have to think about work experience, anything you've done across your life counts. Doing all of them in order makes it so much easier for us shortlisting, as we often have lots of applications to get through – so it's really appreciated if you make it easy for us to score you well.

People on the interview panel will independently and score your application without discussing it together.

Then once this is done they will meet to discuss and aggregate their scoring and agree who they want to meet. The highest scoring candidates will be invited to interview.

If you are invited to interview you will be given information in advance about the format of the interview, any task you'll need to complete, and who will be on the panel. You will also be asked if there are any adjustments you would like us to make to give you the best possible chance to do well. Please let us know how we can support you to be as comfortable as possible in the interview environment.

Training at Toynbee Hall:

Toynbee Hall provides all necessary induction and training, and encourages and, where possible, supports the upgrading of appropriate skills and qualifications. All employees will receive regular support and supervision.

Volunteers:

Volunteers are at the heart of Toynbee Hall's work. The organisation is committed to involving volunteers in its continuous development and to offering volunteers the best of experiences. All Toynbee Hall staff members will be expected to support the volunteering ethos and to work alongside the volunteer team to promote and facilitate the involvement of volunteers wherever appropriate.

Monitoring and Evaluation:

Toynbee Hall takes an outcomes-based theory of change approach to evaluation and monitoring. This means that the organisation is committed to gathering evidence of its effectiveness, and to using this information to learn, improve and communicate. All Toynbee Hall staff members will be expected to support this approach and to take part where appropriate in monitoring and evaluation planning and practice.

Benefits:



Pay and development

- ✓ Competitive pay for a development role
- ✓ We will support you to further develop skills on growing research portfolio, securing funding, enhancing subject knowledge and strengthening research methodology



Pension

- ✓ We'll automatically enroll you into our pension scheme with Standard Life
- ✓ We offer a 4% employer contribution (we pay you 100% of your salary, then another 4% into the pension)
- ✓ You'll need to pay 5% too, and you can opt to pay more for the tax benefits!
- ✓ You can opt out if you'd prefer not to have a pension at all



Commuting

- ✓ We're a member of the cycle-to-work scheme
- ✓ Interest free season ticket loans



Community

- ✓ Two days a year to volunteer for a charity of your choice and make a difference in the community
- ✓ Paid time off for public duties; e.g. local Councillor or School Governor



Holiday

- ✓ 25 days' holiday a year, plus Bank Holidays
- ✓ This increases to 28 days after two years, 29 days after your third year and rises to a total of 30 days after five complete years



Learning

- ✓ We will support you to develop skills and knowledge
- ✓ Knowledge and experience sharing in the team



Health & Wellbeing

- ✓ Paid time off for medical and dental appointments
- ✓ Contribution towards eye tests and spectacles
- ✓ Our Employee Assistance Programme offers a 24/7 confidential advice line for health, legal & bereavement support
- ✓ Generous paid sick leave for both physical & mental health - 12 weeks full, 12 weeks half pay when you've done over a year service



Family

- ✓ Paid maternity, paternity, adoption or shared parental leave
- ✓ Up to two days paid time off for domestic emergencies
- ✓ Paid compassionate leave