

Application Pack

Research and Evaluation Officer



Closing Date: Thursday 7 November 2024

We will review applications as we receive them and will interview applicants of interest on an ongoing basis.

We reserve the right to close the application process before the closing date if we successfully fill the position

Welcome to The Reading Agency

I am delighted that you are interested in joining us on our mission to empower people of all ages to read.

We know that not everyone has an equal start in life, so we champion the proven power of reading by providing activities for all ages and backgrounds.

We support readers to create social connections and improve their reading skills. We help people manage their health and wellbeing through reading.

We want to ensure that every individual with whom we come into contact is treated with dignity and respect. We are committed to openness and equality of opportunity in every activity, from the way we recruit employees to the way we deliver services.

The work we do changes lives, and it could not happen without the expertise, experience, and passion of our amazing people so if you think you have what it takes to join us then we would love to hear from you.

Kind regards

A handwritten signature in black ink that reads "Karen". The signature is written in a cursive style with a horizontal line underneath the name.

Karen Napier
Chief Executive



Introduction

We are a UK charity with a mission to empower people of all ages to read.

Evidence shows that reading improves health and wellbeing, life chances and social connections.

Reading for pleasure and empowerment makes us more aware and informed. It helps us grow our imaginations. It makes us more empathetic and understanding of other people and cultures. It supports our health and wellbeing. It increases our ability to learn new skills. It helps us to communicate our ideas more effectively. It opens doors. It brings joy.

We know that not everyone has an equal start in life, so we champion the proven power of reading by providing activities for all ages and backgrounds.

Working with public libraries, prisons, hospitals and other community settings, last year our wide range of activities touched the lives of two million people. But with a UK population of over 67 million that isn't nearly enough.

We want to get more people fired up about reading because everything changes when you read.

Our mission



Our values



Job Description

Job Title:	Research and Evaluation Officer
Location:	Hybrid working, offering a mix of remote and office working Our offices are based at 24 Bedford Row, London WC1R 4DH
Contract Type:	Permanent
Hours:	Full-time, 37 hours per week
Salary:	£27,000 per annum
Reporting to:	Research and Evaluation Manager

Context

The Research and Evaluation Officer is part of the Research and Evaluation team. The role supports the Research and Evaluation Manager, the Head of Research and Evaluation, and our programme teams in exploring and demonstrating the value, reach and impact of the Charity's work in the delivery of reading-related benefits. We are a small but creative and ambitious team with a reputation for robust and insightful research.

This position offers the opportunity to support the design and delivery of our research and evaluation portfolio. The ideal candidate will have research and evaluation experience, including skills in desk research, research and/or evaluation design, data collection, data analysis and report writing.

Purpose of the post

To support the delivery of research and evaluation projects that explore and demonstrate the value, reach and impact of the Charity's work in the delivery of reading-related benefits, with specific reference to the following areas:

- To deliver consistent, robust and appropriate data collection and analysis methods, producing accurate and timely results and testing interpretation with internal and external experts.
- To support the dissemination of findings and recommendations drawn from these analyses, including writing and contributing to reports, papers, policy briefings, infographics and presentations as required.
- To develop the evidence base around reading and its role in tackling life's big challenges.

What you will do

Data collection and analysis

- Day-to-day oversight of research and evaluation datasets, including answering queries from and providing support to programme teams and our delivery partners.
- Support the delivery of our new digital data platform, working together with the Research and Evaluation, programme and MarComms teams as well as external agency DataLab to develop and deliver cross-dataset working, new analytical techniques and dissemination methods.

- Work closely with programme teams to ensure data analysis and outcomes feed into programme design and development through recommendations for best practice and for support of priority audiences.
- Support the process of collecting and analysing annual reach data. This will include supporting with the collation and analysis of data towards our quarterly and annual reporting to the Board and Arts Council England as part of the Charity's National Portfolio Organisation requirements.
- Handle data in line with our data protection, data storage, data sharing, and data collection policies and protocols.

Evaluation design and delivery

- Support with the maintenance of a robust, consistent organisational approach to data collection, programme monitoring and evaluation within The Reading Agency.
- Support with the design and delivery of mixed-methods research and evaluation and data insight projects.
- Support with the delivery of actionable data insights to inform evidence-based decision making.

Research

- Remain aware of key research developments, evidence and methodologies relevant to the Charity's delivery, sharing these with colleagues where appropriate.
- Contribute up-to-date, reliable research and evaluation evidence and content for the research and impact sections of The Reading Agency's website, newsletters and other external communications.
- Contribute to the delivery of an original research programme, as led by the Head of Research and Evaluation, supporting partnerships with academics and other research experts to inform and guide the work of The Reading Agency and raise our profile in this field.

General Support

- Represent The Reading Agency's Research and Evaluation team at meetings, events and conferences as required.
- Contribute to internal planning and project development.
- Carry out other projects or duties as may be requested by The Reading Agency management where capacity allows.

Who you will work with

Research and Evaluation Manager

Head of Research and Evaluation

Programme Managers and their teams

Marketing and Communications team

Other colleagues across the organisation, external stakeholders and partners

What you will need to know:

Qualifications:

- Relevant education, qualifications and/or working experience in the areas of data analysis, evaluation and social research.

Skills/Knowledge:

- Track record of contributing to research and evaluation projects from design through to final report.
- Excellent data analysis skills, with competence in both quantitative and qualitative data analysis.
- Competence in Microsoft Office applications, including intermediate-level Excel expertise or equivalent data analysis platforms.
- Understanding of systems and process for analysing data plus awareness of effective research tools.

Able to deliver results in a highly organised manner.

Writing skills with the ability to communicate effectively to different audiences.

Ability to use tools and techniques to visualise data in easy-to-understand formats, such as diagrams and graphs, would be an advantage

Experience:

- Able to work effectively independently and as a member of a team, where colleagues work in separate locations and communicate via email, Teams and Zoom.
- Experience designing questionnaires and surveys, using Survey Monkey or similar platforms.
- Experience of delivering quantitative research, including analysing and drawing meaning and key trends from both small and large datasets.
- Familiarity with database environments and data analysis platforms (for example, PowerBI) would be an advantage.

Capabilities:

These are the capabilities you will require and are expected to demonstrate to perform effectively in this role:

Technical Capability (job related knowledge and experience)

Personal Effectiveness and Professionalism

Relationship Building/Teamwork (includes communication, influencing and collaboration)

Innovation and Change

Employment Details

Line Management

This role reports to the Research and Evaluation Manager. The role contains no line management responsibilities.

Location

Our offices are based at 24 Bedford Row, London WC1R 4DH.

Hybrid working allows our employees to split their working time between The Reading Agency's office and working remotely, usually from home, to give more choice over how, when and where they work.

We offer our employees the flexibility to work from home from day one and we provide them with a laptop and access to our systems to enable them to do so.

Each team works in a slightly different way and hybrid/home working patterns are agreed with the Head of Department.

This role can be fully remote although you would be required to attend quarterly staff days in London, along with occasional meetings, and you would be responsible for your own travel expenses.

Office Hours

Our full-time hours are from 9.00 am to 5.30 pm from Monday to Thursday with an early 5.00 pm finish on a Friday.

Probationary Period

The post will be subject to a six-month probationary period.

Notice Period

The notice period for this role is two months.

Annual Leave

We offer 25 days holiday in the first year. After one year, this increases by one day a year to a maximum of 30 days (pro rata for part time staff).

Pension plan

The Reading Agency offers a contributory pension scheme. The Reading Agency contributes 5% of salary and employees contribute at least 3% of salary.

Employee Assistance Programme

Wisdom from Health Assured offers you home and work life support and assistance. Through Wisdom you will have access to an industry-leading wellbeing app offering you home and work life support and assistance. From mini health checks and 4-week health plans to 24/7 helpline and confidential counselling services, Wisdom provides an engaging set of tools to support your wellbeing and wellness.

Personal Development

We support the on-going development of our employees through a range of training and development opportunities, including access to online training courses, coaching and shadowing.

All employees have a yearly review with their line manager to review performance, set goals and identify areas for personal development.

We also offer up to 5 days per year for personal or professional development, e.g. pursuing a professional or educational qualification, training courses, volunteering. Employees may also use these days to celebrate religious festivals and events such as Diwali, Rosh Hashanah, Eid.

Mental Wellbeing Day

We offer our staff a day each year to do something positive to help boost their mental wellbeing.

Travel

We offer an annual season ticket loan scheme and cycle to work scheme of which employees can take advantage after successfully completing their probationary period.

Other benefits

Books are at the heart of everything we do at The Reading Agency. There are always books to read and book recommendations from colleagues.

We have regular employee meetings and social events.

How to Apply

To apply for the role, please download and complete the application form from our [website](#) and email this along with your CV to us at recruitment@readingagency.org.uk

Please also complete our [online equal opportunities monitoring form](#) when you submit your application.

The closing date for applications is **5.00 pm on Thursday 7 November 2024**.

Whilst this role is advertised as full-time, we would consider applicants who wish to work part-time and would ask you to specify this when submitting your application.

Advertising

When advertising our jobs we aim to positively encourage applications from all suitably qualified people and to attract applications from all sections of the community.

Whilst this role is advertised as full-time, we would consider applicants who wish to work part-time and would ask you to specify this when submitting your application.

We will review applications as we receive them and will interview applicants of interest on an ongoing basis. We reserve the right to close the application process before the closing date if we successfully fill the position.

This is what you can expect from our recruitment process:

Stage 1 - We receive and acknowledge your email application

Stage 2 - Your application is reviewed and shortlisted by us

Stage 3 - If you are shortlisted, you will be invited to an interview to discuss the role in more detail, your experience and interest in the company. We may ask you to undertake a skills test as part of your interview.

Stage 4 - If you are successful at interview stage, we will make you a job offer. Please note that for more senior roles we will invite you back for a second interview.

If you are unsuccessful at any stage, we will let you know. Unfortunately, we are unable to give feedback to applicants not shortlisted for interviews. We will provide feedback upon request to candidates we interview.

Reasonable adjustments

We welcome applications from individuals of all backgrounds, including those with disabilities, and we aim to provide reasonable adjustments to accommodate candidates' needs and enable them to perform at their best.

If you require any specific adjustments or accommodations to participate in any stage of the recruitment process, please let us know. We will work with you to identify and implement reasonable adjustments that align with your individual requirements. Examples of reasonable adjustments may include alternative formats for application materials, adjustments to interview

formats or locations, provision of assistive technologies, or any other adjustments that can facilitate your equal participation.

Please inform us of your requirements as soon as possible, preferably at the time of application or prior to the relevant stage of the recruitment process. Your disclosure of any adjustments needed will not adversely affect your application, and all information provided will be treated confidentially.

We are committed to creating an inclusive environment and ensuring that all applicants have an equal opportunity to demonstrate their skills and abilities.

If you have any questions or concerns regarding the application process or the provision of reasonable adjustments, please feel free to contact us at recruitment@readingagency.org.uk and we will be happy to assist you.