



Senior Research & Development Officer – Workplace Wellbeing

Job Description

Grade	Grade D
Type of contract	Permanent
Directorate	Fundraising
Department	Workplace Wellbeing
Reports to	Product Development Manager (Consultancy) – Workplace Wellbeing
Responsible for	Research & Development Officer – Workplace Wellbeing
Location	Stratford, London
Hours	1 FTE – 35 hours per week

Purpose and scope of the job

The purpose of this job is to contribute to the delivery of Mind's strategic objectives and ongoing development by supporting the development, delivery, quality assurance and evaluation of the workplace wellbeing products and services delivered by Mind. Our current portfolio of paid-for services includes training and learning products, Mind's Workplace Wellbeing Index (a benchmark of best policy and practice in workplace mental health) and consultancy services.

You will contribute to Mind's vision of promoting and protecting better mental health for all by working closely with the Delivery team to upskill Account Managers in delivering consultancy products and services, as well as delivering some services yourself. You'll also support the Product Development Manager (Consultancy) by providing input to inform the development of the Workplace Wellbeing Index as required as well as other consultancy products, to align with the portfolio of Mind's current offerings and address client needs. You will also lead on the ongoing assessment of the impact and quality of the products and services offered e.g. monitoring and evaluation/outcomes frameworks.

You will report to the Product Development Manager (Consultancy) and provide line management to 1 direct report.

Key Responsibilities

- Oversee the ongoing development of the Workplace Wellbeing Index service and products, by using client feedback and other relevant data to build on and improve the products offered
- Alongside the Delivery team, deliver Mind's consultancy products and services to clients, ensuring high quality, on time and in budget delivery, adhering to Mind's client management approach
- Provide expert guidance and advice to the Delivery and Engagement teams to develop their skills in our workplace wellbeing consultancy products and services, enabling them to effectively deliver these to clients and promote our offer to prospects. This could include written and oral briefings, preparing presentations and other documents, one-to-one coaching or group training
- Ensure that your research and development work is appropriately informed by and reflects the views and experience of people with lived experience of mental health problems including those from diverse communities
- Ensure that insights gathered and shared are relevant to a Welsh audience. This includes, but is not limited to: analysis and reporting of data from Welsh stakeholders, translation of research reports etc
- Lead on the development of monitoring and stakeholder evaluation, including delegate feedback and employer surveys, and an outcomes framework to ensure all paid-for products and services offered are having a positive impact
- Keep abreast of current developments and trends within the workplace wellbeing field and undertake research, consultation and analysis to inform the development of our workplace wellbeing products and services. This could include market research, competitor analysis and/or product analysis
- Support the development, quality assurance and monitoring of Mind's workplace wellbeing paid-for products and services, working with colleagues across the Development team and other teams across Mind (as required)
- Manage the Research & Development Officer, including supervising their work, and line managing them in accordance with Mind's values, competencies, policies and procedures
- Adhere to Mind's internal systems and processes, including financial processing, updating the CRM, internal and external reporting etc

Expectations

All members of staff at Mind are expected to embody our mission, values and competencies. This includes an expectation that they will:

- Show passion for what Mind does and the changes that we are making for people with mental health problems
- Work collaboratively across teams, departments, locations and organisations
- Stand up for what they believe is best and trust in themselves and each other
- Be open to others and ourselves and show a commitment to learning
- Be open to change and respond flexibly and quickly to the changing world
- Demonstrate organisational awareness and see the bigger picture while working towards objectives
- Communicate effectively, ensuring their messages are understood and that they strive to understand others
- Value diversity and treat others with respect, showing sensitivity towards differences, promoting and encouraging diversity, and building on people's different skills and talents to enhance the quality of their own and other's work
- Take responsibility for their decisions

Person Specification

Essential Criteria

1. Significant experience in a research and/or research and development role e.g. at a market research agency or client-side/in-house
2. Demonstrable experience of research methods and analysis, including working with statistics, complex data sets and developing survey frameworks and diagnostics
3. Programming experience with analysis reporting and automation tools including R Studio/SPSS (Python) for the purpose of data wrangling, analysis and reporting
4. Experience of using survey scripting tools/platforms and supporting technical survey platform infrastructure e.g. Qualtrics, Confrimit
5. Ability to collate, analyse, present and advise on complex information, from a variety of sources including research reports, policy documents and legislation
6. Excellent verbal and written communication skills, particularly the ability to communicate clearly and concisely to a range of audiences
7. Proven ability to develop effective relationships with a range of internal and external stakeholders using a partnerships approach
8. Experience of prioritising tasks and delivering them to tight deadlines using project management methodology

Desirable Criteria

1. Direct or indirect experience of mental health problems
2. Experience or understanding of the employment / workplace wellbeing field
3. Knowledge and understanding of Mind's mission, vision, values and ambition and what this means in relation to this post and the ability to incorporate this into all aspects of work