

## **Job Description**

**Job Title:** Research and Development Manager

**Salary Range:**

**Reports to:** Head of Strategic Development

**Location:** UK-wide

### **Purpose**

1. Research market opportunities that have not yet moved to the commissioning stage. This is likely to be working on projects at least 12 months prior to a procurement exercise starting.
2. Complete market and competitor analysis for current and future business growth areas to build greater market intelligence.
3. Working closely with the Business Development Partners to researching future opportunities and developing delivery models, innovative products and new ways of working that support them to achieve agreed business growth strategies and plans.
4. Identify longer term business opportunities. Working with Business Development Partners and operational colleagues build these into future business growth plans.
5. Working alongside Business Development Partners to support Operational Leads to take innovative business ideas and turn them in to commercially viable models that can be taken to market.
6. Developing and providing detailed delivery models and content for bids / proposals being developed by Business Development Partners and Bid Writers.
7. Running engagement events with operational colleagues, service users, partners and other stakeholders to research needs and test ideas and concepts.
8. Based on research, develop pilots and product prototypes to test new approaches.

### **Duties**

1. Leading on the research into future market opportunities as directed by the Head of Strategic development aligned to the work of the Business Development Partners.

2. Plan and implement market research activity and projects based on the requirements of the Business Growth Plans of each business area.
3. Work with operations and partners to identify best practice and areas within current delivery that can be improved.
4. Develop new service models and products to meet the needs identified through market research and best practice identified from concept through to pilots.
5. Running focus groups and development workshops with operational colleagues, service users, partners and other stakeholders to:
  - a. Gain knowledge and understanding of market and customer requirements
  - b. Test new ideas and concepts
  - c. Develop methods of delivery, delivery models and customer journeys
6. Working collaboratively with the business development team and operational teams to develop service models, products and innovations for bidding opportunities building on research and development work already completed.
7. Develop delivery tools and products for current contracts to improve delivery and gain evidence of effectiveness that can be used in future business development activities.
8. Managing project teams to complete design projects on time and within budget as part of business growth projects.
9. Work closely with Compliance and Quality teams to ensure all new products and services meet required quality standards and conform to all appropriate legislation and accredited standards.
10. Building positive relationships with other strategic stakeholders, subcontractors, and any other organisation where such relationships strengthen the organisations capability to win and retain business.
11. Identifying and engaging with specialist providers of products and services to procure appropriate products and services.
12. Research and testing competitor models or new products to identify good practice.
13. Supporting the roll out of new products / services through the development and delivery of user guides, e-learning courses and staff training.
14. Maintaining up-to-date awareness of policy, evidence and service developments in sectors of interest to the organisation.
15. Working closely with the research and policy team to ensure that new operating models reflect and address public policy intent and the positioning of the organisation.

## **Other**

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. Be aware of, promote and implement Shaw Trust's Quality and Information Security Management Systems.
8. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
9. Recycle and manage energy within your environment.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

## Person Specification

### Job Title: Research and Development Manager

(E = Essential D = Desirable)

SKILLS AND CORE COMPETENCIES
<p><b>Knowledge and Experience</b></p> <ul style="list-style-type: none"> <li>• Project management qualification <b>(D)</b></li> <li>• Relevant experience in a research and development environment <b>(E)</b></li> <li>• Demonstrable knowledge of the products and services currently being used in two or more of key markets of the Shaw Trust Group <b>(E)</b></li> <li>• Understanding of accessibility issues for people with disabilities, health problems or other disadvantage within the community and labour market <b>(E)</b></li> <li>• Experience using established service design methods e.g. Target Operating Model methodology <b>(D)</b></li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Demonstrable ability to research and analyse the needs for products and services within a government contracted service delivery environment <b>(E)</b></li> <li>• Good communication and presentation skills both verbal and written <b>(E)</b></li> <li>• Ability to analyse data <b>(E)</b></li> <li>• Demonstrable ability to design, develop and deliver effective products and service delivery models to agreed specifications <b>(E)</b></li> <li>• Excellent interpersonal skills <b>(E)</b></li> <li>• Ability to deliver training in the use of new delivery tools, systems and approaches <b>(E)</b></li> <li>• Proven ability to document systems and processes using a variety of software <b>(E)</b></li> <li>• Ability to produce easy to follow instructions and user guidance <b>(E)</b></li> <li>• Ability to develop content for e-learning solutions <b>(E)</b></li> <li>• Ability to develop e-based knowledge sharing and information storage platforms such as wiki's and customer management systems <b>(E)</b></li> <li>• Proven ability to work to agreed timescales and where required short deadlines <b>(E)</b></li> </ul>

<b>Personal qualities, communicating and relating to others</b> <ul style="list-style-type: none"><li>• Innovative and creative approach to problem solving <b>(E)</b></li><li>• A strong commitment to high standards of service delivery and customer care <b>(E)</b></li><li>• Commitment to apply Shaw Trust's values and behaviours to all aspects of work <b>(E)</b></li><li>• Willingness to be flexible in approach to work, travel and/or work time requirements <b>(E)</b></li></ul>
<b>Safeguarding</b> <ul style="list-style-type: none"><li>• Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. <b>(E)</b></li></ul>
<b>Other</b> <ul style="list-style-type: none"><li>• Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. <b>(E)</b></li></ul>