

Position Description

Position Title: Research Assistant	Department: Qualitative Research Unit	Date: 20 June 2017
Reports to: Executive Director, Qualitative Research Unit	Direct Reports: None	Position Status: Full-Time

Primary Objective

Working closely with other members of the qualitative research team, the Research Assistant position is focused on high quality research support and assistance across a range of activities relating to qualitative project management, including planning, set-up, instrumentation development, respondent recruitment, data collection, analysis and reporting. The Research Assistant will gain some exposure/experience in conducting qualitative research, including in-depth interviews, cognitive testing and assisting in focus group moderation. This is an entry level researcher role, working with simple to moderately complex projects.

Organisational Environment

The Social Research Centre is dedicated to using its specialist expertise in social, health and government research services to advance social research outcomes in Australia. The company has an established track record of delivering quality projects to exacting standards and is acknowledged as a centre for excellence in the provision of social and health research services.

Mission and Governing Principles

The Social Research Centre is dedicated to creating world-class social research solutions to support informed decision-making on contemporary social issues.

We achieve this by:

- Being leaders and innovators in applied social research methodology.
- Undertaking Research that has a positive social impact
- Expertly collecting, processing and interpreting quantitative and qualitative data.
- Cultivating a corporate ethos of continuous improvement and the pursuit of excellence.
- Creating high-performance research teams and working respectfully, collaboratively and transparently with our clients and with each other.
- Actively enabling the participation of marginalised and vulnerable members of the community in our research.
- Encouraging and supporting our people to reach their full potential.
- Working to the highest ethical standards.

Key Working Relationships

Internal:

- Qualitative Research Unit
- Corporate Services (e.g. Human Resources, IT, Finance)

External:

- Clients
- Suppliers and subcontractors
- Research participants



Key Responsibility Areas (KRAs)	Key Performance Indicators (KPIs)
<p><u>Business Development</u></p> <p>Draft supporting information for proposals and integrating other materials</p> <p>Background information (literature / project review information)</p> <p>Proof reading proposals</p>	<p>Accurate and timely outputs with minimal corrections and errors</p>
<p><u>Client Servicing (including subcontractors)</u></p> <p>Initial contact point for smaller project queries / issues</p> <p>Attend client meetings, produce client meeting notes</p> <p>Liaising with subcontractors for recruitment and transcription services</p> <p>Draft client progress reports/updates</p>	<p>All client queries and requests are responded to in a timely manner, with client satisfaction and positive feedback. Client meetings are attended and client meeting notes taken accurately.</p> <p>Contact with subcontractors is maintained on a regular basis to ensure provision of recruitment and transcription services meet quality and reporting requirements.</p> <p>Timely and quality completion of client progress reports and updates</p>
<p><u>Project Management</u></p> <p>Understanding of the principles of successful project management (purpose, relevance, feasibility/planning, accountability, monitoring and controlling resources etc.)</p>	<p>Good understanding of successful project management principles</p>
<p><u>Research Design</u></p> <p>Awareness and understanding of different qualitative approaches and their uses</p> <p>Conduct background support work to inform research design</p> <p>Design of research materials such as information sheets, consent forms and proformas</p>	<p>Timely and quality preparation of all background support work</p> <p>Demonstrated understanding of the principles and practice of quality in qualitative research</p>



Key Responsibility Areas (KRAs)	Key Performance Indicators (KPIs)
<p><u>Fieldwork</u></p> <p>Recruitment of research respondents</p> <p>Assist with conduct of fieldwork</p> <p>Conduct in-depth interviews (with appropriate support) for straightforward projects</p> <p>Contribute to the conduct of focus groups</p> <p>Moderation of online bulletin boards</p> <p>Preparation of transcripts as required</p> <p>Organising incentives for research participants and keeping incentives register up to date</p> <p>Provide support for fieldwork including</p> <ul style="list-style-type: none"> • Coordinate booking of group room facilities (internal and external) • Organise catering for groups • Providing backup support in the setup of monitoring equipment and conversion of video and audio files • Sending of personal thank you letters • Collection of participant consent forms and client confidentiality forms for audit purposes. 	<p>Successful completion of fieldwork activities resulting in a positive experience for respondents, and achieving high quality outputs (data)</p> <p>Accurate reconciliation of financial records (incentives, venue costs etc.)</p>
<p><u>Analysis and Reporting</u></p> <p>Understanding of process from data collection through to analysis and reporting</p> <p>Familiarisation with thematic analysis using grids and/or NVivo or similar</p> <p>Prepare technical reports (covering recruitment, sample composition)</p> <p>Code, analyse and report simple descriptive data (such as topline summary from a small number of interviews/focus groups)</p> <p>Proof read qualitative reports</p>	<p>Production and timely delivery of accurate analysis and technical reports with minimal corrections from senior research staff and clients.</p> <p>Positive feedback from clients, manager and team.</p>
<p><u>Project and budget review</u></p> <p>Liaise with accounts regarding invoicing</p> <p>Monitor fixed project costs versus budget during a project (room hire, transcription, recruitment, incentives etc.)</p> <p>Facilitate and participate in project reviews</p> <p>Identify areas for improvement within work area</p>	<p>Timely communication of any budget or invoicing changes to accounts team. Project costs monitored against budget and any issues communicated to relevant staff members. Actively participates in project reviews and any areas of improvement are identified and communicated.</p>
<p>Demonstrated commitment to the Social Research Centre's mission statement and governing principles</p>	<p>The Social Research Centre's mission statement and governing principles are adhered to</p>



Key Responsibility Areas (KRAs)	Key Performance Indicators (KPIs)
Contribute to continuous improvement of research process and procedures	Actively identifies and communicates areas for improvement in research process and procedures. Keeps up to date with qualitative social research methodology
Adherence to research and corporate procedures and guidelines	All research and corporate procedures and guidelines are adhered to.
Involvement in professional development	Actively participates in professional development activities.

Qualifications, Skills, Knowledge and Experience
<ul style="list-style-type: none"> • Undergraduate qualifications in a relevant discipline (e.g. social sciences, psychology, sociology, public health) • 0-3 years' experience in a social, government or market research environment • Excellent project management skills • Ability to work under pressure and to tight timelines • Good communication skills and experience in a client facing environment • Skilled written communication (letters, reports, documents) • Demonstrable enthusiasm and/or experience for qualitative research in a social/public policy setting • Research experience in a social research setting is an advantage • Experience using Microsoft Office (Word, Excel, PowerPoint) and other packages relevant to projects, as necessary • Good team player • Ability to work independently and to take initiative where necessary • A genuine interest in further developing a career in social, health or public policy research



Legal and Regulatory Responsibilities

- ISO 20252 Market, Opinion and Social Research Standard
- AMSRS Code of Professional Behaviour
- AMSRO Market and Social Research Privacy Code
- Esomar Code of Practice
- Willingness to obtain police checks and Working With Children clearance

Verification:

We certify that the content of this position description is accurate:

Employee's Name & Signature

Date

Manager's Name & Signature

Date

Position Description

Position Title: Research Associate	Department: Evaluation & Qualitative Research	Date: 12/07/2024
Reports to: Senior Research Consultant, Evaluation & Qualitative Research	Direct Reports: None	Position Status: Full-Time / Part-Time / Casual

Primary Objective

Research Associates are responsible for the set up and day-to-day management of all internal aspects of qualitative, evaluation and consulting projects with support from senior team members. A Research Associate will work across multiple projects, including moderate to complex projects, with different stakeholders and which employ different research and evaluation methods. Research Associates will have well developed administrative, project management and research skills including client engagement; research design and proposal writing; design of discussion guides and other materials (including information sheets, consent forms and self-completion questionnaires); sample design; data management, coding, analysis and reporting; and the ability to run focus groups and in-depth interviews (including with more challenging / hard to engage groups).

Organisational Environment

The Social Research Centre is dedicated to using its specialist expertise in social, health and government research services to advance social research outcomes in Australia. The company has an established track record of delivering quality projects to exacting standards and is acknowledged as a centre for excellence in the provision of social and health research services.

Mission and Governing Principles

The Social Research Centre is dedicated to creating world-class social research solutions to support informed decision-making on contemporary social issues.

We achieve this by:

- Being leaders and innovators in applied social research methodology.
- Undertaking research that has a positive social impact.
- Expertly collecting, processing and interpreting quantitative and qualitative data.
- Cultivating a corporate ethos of continuous improvement and the pursuit of excellence.
- Creating high-performance research teams and working respectfully, collaboratively and transparently with our clients and with each other.
- Actively enabling the participation of marginalised and vulnerable members of the community in our research.
- Encouraging and supporting our people to reach their full potential.
- Working to the highest ethical standards.

Key Working Relationships

Internal:

- Evaluation & Qualitative Research
- Corporate Services (e.g. Human Resources, IT, Finance)
- Colleagues across the Social Research Centre research teams including Quantitative Research, data Stats and Methods and Major Projects

External:

- Clients
- Suppliers and subcontractors
- Research participants

Key Responsibility Areas (KRAs)	Key Performance Indicators (KPIs)
<p><u>Business Development</u> Review business opportunities Undertake background research for proposals Draft sections of proposals Proof reading proposals</p>	<p>Accurate and timely outputs with minimal corrections and errors</p>
<p><u>Client Servicing (including subcontractors)</u> Attend and contribute to client meetings Draft and issue client progress reports/updates Liaising with subcontractors for recruitment and transcription services Anticipate and resolve challenges</p>	<p>All client queries and requests are responded to in a timely manner, with client satisfaction and positive feedback. Attends and contributes to client meetings Timely and quality completion of client progress reports and updates Contact with subcontractors is maintained on a regular basis to ensure provision of recruitment and transcription services meet quality and reporting requirements.</p>
<p><u>Project Management</u> Monitor own projects to completion within timeframe, within scope and within budget (raising issues with Director) Understanding of the principles of successful project management (purpose, relevance, feasibility/planning, accountability, monitoring and controlling resources etc.) to contribute to development and execution of project plans Effective utilisation of project management software and other Social Research centre administrative systems</p>	<p>Ensures projects are completed within an appropriate timeline, within scope and within budget, with any issues raised in a timely manner Good understanding of successful project management principles</p>
<p><u>Research Design</u> Conduct background research to inform research design Design of research materials such as information sheets, consent forms, discussion guides, simply surveys and proformas Assist with drafting research protocols and ethics applications</p>	<p>Timely and quality preparation of all outputs Demonstrated understanding of the principles and practice of quality in qualitative research</p>

Key Responsibility Areas (KRAs)	Key Performance Indicators (KPIs)
<p><u>Fieldwork</u></p> <p>Conducting fieldwork with a range of stakeholders including with diverse lived experience of intersectional disadvantages</p> <p>Moderating focus groups</p> <p>Moderation of online communities</p> <p>Recruitment of research respondents</p> <p>Organising incentives for research participants and keeping incentives register up to date</p> <p>Provide administrative support for fieldwork including:</p> <ul style="list-style-type: none"> ○ coordinate booking of group room facilities (internal and external) ○ sending of personal thank you letters ○ collection of participant consent forms and client confidentiality forms for audit purposes 	<p>Successful completion of fieldwork activities resulting in a positive experience for respondents, and achieving high quality outputs (data)</p> <p>Accurate reconciliation of financial records (incentives, venue costs etc.)</p>
<p><u>Analysis and Reporting</u></p> <p>Analyse qualitative data, with the ability to understand approaches and develop coding frameworks (with support)</p> <p>Prepare first drafts of presentation of findings, ensuring full transparency</p> <p>Familiarity with thematic analysis using NVivo or similar</p> <p>Capability to undertake survey analysis</p> <p>Prepare technical reports (covering recruitment, sample composition)</p> <p>Proofread qualitative reports</p>	<p>Production and timely delivery of accurate analysis and technical reports with minimal corrections from senior research staff and clients</p> <p>Positive feedback from clients, manager and team</p>
<p><u>Project and budget review</u></p> <p>Monitor overall project costs, raising any issues with manager</p> <p>Liaise with accounts regarding invoicing</p> <p>Monitor fixed project costs versus budget during a project (room hire, transcription, recruitment, incentives etc.)</p> <p>Facilitate and participate in project reviews</p> <p>Identify areas for improvement within work area</p>	<p>Project costs continuously monitored and any issues raised with manager in a timely manner</p> <p>Timely communication of any budget or invoicing changes to accounts team. Project costs monitored against budget and any issues communicated to relevant staff members</p> <p>Actively participates in project reviews and any areas of improvement are identified and communicated</p>
<p><u>Staff development and leadership</u></p> <p>Mentor / buddy new recruits</p>	<p>New recruits are effectively supported in their early employment with the company</p>
<p>Demonstrated commitment to the Social Research Centre's mission statement and governing principles</p>	<p>The Social Research Centre's mission statement and governing principles are adhered to</p>
<p>Contribute to continuous improvement of research process and procedures</p>	<p>Actively identifies and communicates areas for improvement in research process and procedures.</p> <p>Keeps up to date with qualitative social research methodology</p>
<p>Adherence to research and corporate procedures and guidelines</p>	<p>All research and corporate procedures and guidelines are adhered to</p>

Key Responsibility Areas (KRAs)	Key Performance Indicators (KPIs)
Involvement in professional development	Actively participates in professional development activities

Qualifications, Skills, Knowledge and Experience
<ul style="list-style-type: none"> • Undergraduate qualifications in a relevant discipline (e.g. social sciences, psychology, sociology, public health) • Up to 3 years' experience in social or public policy research, including experience in conducting qualitative research, including in-depth interviews and focus group discussions • Excellent project management skills • Ability to work under pressure and to tight timelines • Good communication skills and experience in a client facing environment • Skilled written communication (letters, reports, documents) • Demonstrable enthusiasm and/or experience for qualitative research in a social/public policy setting with a genuine interest in further developing a career in social, health or public policy research as a specialist qualitative researcher • Experience using Microsoft Office (Word, Excel, PowerPoint) and other packages relevant to projects, as necessary • Good team player • Ability to work independently and to take initiative where necessary • A genuine interest in further developing a career in social, health or public policy research

Legal and Regulatory Responsibilities
<ul style="list-style-type: none"> • ISO 20252 Market, Opinion and Social Research Standard • The Research Society Code of Professional Behaviour • ADIA Market and Social Research Privacy Code • ICC/ESOMAR Code of Conduct • Australasian Evaluation Society professional standards and, • Willingness to obtain police checks and Working With Children clearance • Maintain a valid drivers licence at all times