

Recruitment Pack

Research Manager CHAIN

July 2022



Homeless Link

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Title:	Research Manager (CHAIN)
Contract type:	Permanent
Location:	Flexible, to be agreed
Hours:	Full Time, 35 hours per week
Salary Scale:	£34,541.00 (£38,504.00 inc London Weighting)
Closing Date:	9am, Monday, 15 th August 2022
Interview Date:	25 th August 2022

1. Introduction

Thank you for your interest in this post. This pack will give you some more information about the role. Please feel free to contact us if anything is not clear or if you have further questions.

Homeless Link is the national membership charity for frontline homeless agencies and the wider housing with health, care and support sector in England. With more than 900 members, we work to improve services and campaign for policy change that will help end homelessness and ensure that everyone has a place to call home and the support they need to keep it. Our member agencies range from hostels, day centres, street-based outreach work and resettlement support to wider supported housing, health and social care providers. Our focus is to change the way that we, as a society, think and act towards single people who become homeless and other vulnerable groups. We do this by influencing policy and strategy at a national and local level. We also work, in partnership with our members, to ensure services for the most vulnerable in society are the best they can be and to seek out alternative solutions. We give information, advice and a fresh perspective; connecting organisations and people. In addition, we provide a range of support to our members via events, training, consultancy and other services, including In-Form, our client monitoring system.

As part of the Social Change directorate we lead Homeless Link's campaigning and thought leadership activities within the homelessness sector and beyond. We are looking to recruit a Research Manager to advance our data and evidence informed understanding of experiences of rough sleeping and homelessness. The Research Manager (CHAIN) role will primarily be working to support the development and delivery of an enhanced research and statistical analysis strategy to support the understanding of data collected through the Combined Homelessness and Information Network (CHAIN). CHAIN is a multi-agency database recording information about rough sleepers and the wider street population in London. CHAIN, commissioned and funded by the Greater London Authority (GLA) and managed by Homeless Link, represents the UK's most detailed and comprehensive source of information about rough sleeping. In this role you will be responsible for building use of these data,

making available greater statistical analysis and interpretation for service providers, local authorities, civil servants, academics and other key strategic stakeholders. This role will also be responsible for ensuring that those with lived experience of homelessness have a key voice in how their data is collected and used.

The successful candidate will be an excellent project manager with strong statistical analysis skills. They will have communication and relationship building skills, experience of querying and extracting data, analysing sensitive data, and understanding of interpreting data in wider policy contexts. If you want to be at the forefront of change – this is the right job for you.

We are actively seeking to increase our diversity within our organisation and would greatly welcome applications from people with lived experience of homelessness, from a black or minority ethnic background and/or with a disability.

Thank you for your interest, and I look forward to receiving your application.

Sophie Boobis
Head of Policy and Research

2. About Homeless Link

Homeless Link is the national membership charity for frontline homelessness services.

Our Vision and Mission

Homeless Link's **vision** is that everybody should have a place to call home and the support needed to keep it.

Our **mission** is to develop, inspire, support and sustain a movement of organisations working together to achieve positive futures for people who are homeless and vulnerably housed.

Our Values

At Homeless Link we are:

Committed: We work tirelessly to drive social change to end homelessness for good

Compassionate: We believe in the value and potential of people. We champion justice, humanity and compassion for all

Credible: We speak the truth based on evidence. We listen and learn, ask questions and respond with honesty and integrity

Collaborative: We believe in the power of partnership, working together for better results - with our members, our partners and people experiencing homelessness

What we do

Homeless Link works with our members and experts by experience to improve support for people who are experiencing homelessness or are vulnerably housed, and sustain a movement working towards a country free from homelessness.

Provide advice and support

Our national teams and regional partnership managers provide advice, share good practice, and offer consultancy and support to help our members to be more effective, impactful and resilient. We also develop and offer innovative products and funding to improve services.

Deliver information and resources

We produce and share a wealth of up-to-date information, including good practice toolkits, guidance, the latest research, sector news and policy updates. We also pilot new approaches to tackling homelessness and manage a directory of thousands of services to enable the public and professionals to find local help and support.

Influence policy and shape practice

We campaign to improve the policies that affect people experiencing homelessness and work with local and national government to bring about change. Using our detailed knowledge of what's happening on the ground, gathered from our members, we shape and embed changes in practice.

Facilitate networking and learning

We enable members to learn and network through our national, regional, and online events, providing professionals with the opportunity to share knowledge, experiences, and solutions. We also support staff to improve their skills through our training programme.

For more information

Visit our website: homeless.org.uk

3. Job Profile

Role Description

The Research Manager (CHAIN) leads on the development and delivery of enhancing the analytical and research capacity of the CHAIN database. Working alongside the Homeless Link research team and the CHAIN team over the next 12 months this role will be responsible for leading the CHAIN research strategy development.

CHAIN is The Combined Homelessness and Information Network, a multi-agency database recording information about rough sleepers and the wider street population in London. CHAIN, which is commissioned and funded by the Greater London Authority (GLA) and managed by Homeless Link, represents the UK's most detailed and comprehensive source of information about rough sleeping.

PURPOSE

- To provide high level analysis and data interpretation to complex data increasing our understanding of the causes of rough sleeping, and the solutions needed to end it.
- To lead on the development and delivery of a research and analysis strategy enhancing the available evidence from CHAIN improving interpretation and usability of available data
- To consult with key CHAIN stakeholders including people with lived experience of homelessness, local authorities and Greater London Authority, to ensure their needs are being made by the analysis and research outputs produced from CHAIN, and supporting the development of refined and advanced outputs to support key users of these data

ACCOUNTABILITY

The Research Manager will be part of the Policy and Research team and will report to the Head of Policy and Research.

The Policy and Research team leads on developing our evidence-base in line with our strategic goals, and in support of ending homelessness. The Research Manager will work closely with all members of the Policy and Research team and will also liaise regularly with other teams across the organisation, in particular this role will work closely with the Head of CHAIN, and the wider CHAIN team.

LOCATION

This post can either be based in our London office or home-based with willingness to travel within the UK, and some overnight stays required.

RESPONSIBILITIES

Research strategy and analysis

- Through consultation with internal and external stakeholders develop and implement a research and analysis strategy to increase the evidence available from the CHAIN database including increasing capacity to provide strategically relevant one-off analysis
- Conduct high-quality statistical analyses to meet strategic objectives. This includes carrying out statistical design of projects and analysis, being adaptable when finding analytical solutions to problems, triangulating data in inventive ways, presenting finding clearly for a range of audiences and understanding the importance of maintaining quality within analysis
- Integrating a wider policy and socio-economic lens to statistical analysis through data interpretation and commentary providing greater depth of insight to policy makers
- Develop and manage a lived-experience user group to feed into the development of the CHAIN system including reviewing what data are collected, and informing revised reporting to ensure that it is both sensitive to those with lived experience of homelessness and reflects what they would find useful

Communication and influencing

- Establish and maintain effective communication and working relationships with key CHAIN stakeholders including local authorities, frontline homelessness organisations, policy makers in local and national government, and academics and statisticians
- Alongside the Head of Policy and Research, and the Head of CHAIN proactively identify and build up relationships with influential stakeholders to continue the development of the CHAIN research and analysis strategy
- Lead on holding relationships and supporting key data users including academics and government officials to meet analysis demands including looking to bring in alternative data sources where necessary

Contributing to the bigger picture

- To ensure Homeless Link members, homelessness organisations across London, local authorities, local government and national government are informed of how key policy and practice interventions are impacting on rough sleeping
- Alongside the Head of Policy and Research lead on developing Homeless Link's broader quantitative research and data strategy to increase our research capacity and ability to interrogate the causes of homelessness, and solutions to ending it
- To represent Homeless Link on relevant external partnerships and at external events, including giving presentations
- To develop and identify new initiatives and opportunities that stimulate new ways of thinking in relation to how data can contribute to ending homelessness
- To actively contribute to Homeless Link's role as the sector's knowledge centre on homelessness enhancing our evidence informed offer to support our members

General

- Roles and objectives in Homeless Link may change. All members of staff are expected to be prepared to work flexibly in response to changing business needs.
- All members of staff are expected to undertake any other responsibilities or tasks that are consistent with their role and/or reasonably required by the Chief Executive
- All members of staff are required to operate in accordance with Homeless Link's values, policies and procedures.

Person specification

QUALIFICATIONS AND SPECIALIST KNOWLEDGE FOR THE ROLE

Essential

- In-depth knowledge of quantitative research methods and statistical analysis
- Knowledge and experience of using statistical software such as Excel, SPSS, R, or Python
- Knowledge of databases and use of SQL server, Access, or equivalent to extract complex data
- Knowledge and experience of data visualisation tools such as PowerBI or tableau

Desirable

- Knowledge and understanding of GDPR and the ethical considerations needed when using sensitive data for research purposes
- Knowledge and experience of managing user stakeholder groups involving people with lived experience of homelessness

EXPERIENCE AND TRACK RECORD

Essential

- Experience of conducting and analysing complex data to inform social research and policy development
- Strong analytical skills with proven ability to build datasets for analysis from complex, raw underlying data, analyse findings and present them clearly and accurately
- Experience of conducting research and analysis in a reactive working environment
- Excellent project management skills including experience leading on project strategy and implementation
- Excellent communication skills including the ability to write clearly, concisely and persuasively in a variety of formats for a variety of audiences and very good oral presentation skills.
- Strong interpersonal skills to build and influence external networks, and deal effectively and persuasively with internal and external stakeholders.
- Confidence in working as part of a team, with experience of working collaboratively with colleagues to help ensure the successful delivery of projects
- Ability to work on own initiative and demonstrable experience of delivering on competing priorities within a time-pressured environment.
- Experience of delivering stakeholder engagement events to inform project development
- Being self-administering, including strong IT skills, and able to work independently without close supervision

GENERAL REQUIREMENTS FOR ROLES AT HOMELESS LINK

Essential

- Willingness and ability to travel within England
- Willingness and ability to operate in accordance with the values and policies of Homeless Link
- Willingness and ability to work flexibly in response to changing organisational requirements
- Commitment to bring into the work the views, needs and voices of people with direct experience of homelessness

Desirable

- A sound understanding of the causes, consequences and solutions to homelessness based on lived experience

Key Competencies

Please note that these are for your information only at this stage. You do not have to address them in your application. We will look for evidence of these during the interview and testing stage if you are shortlisted.

Summary of Core Competencies

Personal Contribution	Working with Others	Organisational Contribution
<p>Personal Effectiveness: Demonstrating effective working practices, striving to deliver high performance</p> <p>Effective Communication: Demonstrates ability to communicate concisely, accurately and persuasively verbally and in writing with a range of audiences</p>	<p>Teamwork: Working cooperatively, building and nurturing strong relationships within and outside the organisation.</p> <p>Stakeholder Focus: Identifying, understanding and striving to exceed the needs of all stakeholders.</p>	<p>Resource and Project Management: Achieving results through efficient and effective management of projects and resources.</p> <p>Entrepreneurial and Innovative Thinking: Generating and developing imaginative and innovative solutions and opportunities.</p>

Role or Grade specific competencies

Expert/Technical Knowledge:	People Management & Development:	Business & Commercial Acumen:
Demonstrating best use of required knowledge in specified field ensuring continuous learning and development.	Actively leading and creating an environment to enable individuals to achieve their maximum potential.	Demonstrates understanding of the commercial environment, identifying and developing business opportunities.

Explanation of terms used

- **Role description:** gives details of the duties of the post. Use this as a guide to decide whether you think the job would suit you.
- **Person specification:** lists the criteria, which will be used to assess your application and covers the qualifications, specialist knowledge, experience, and track record that we are looking for.
- **Key competencies:** these are for your information. We will look for evidence of all these during the interview and testing stage if you are shortlisted.

4. Employee Benefits

Salary Scales:

£38,504.00 – £41,679.00 per annum if based in our London Head Office
(50% of time, averaged over a month, must be worked in the office)
£34,541.00 – £37,387.00 per annum if home based

Please note: it is our policy to appoint at the first point of the scale

Homeless Link also offers a range of generous benefits including:

- 30 days annual leave per year plus bank holidays (pro rata for part-time)
- Enhanced Maternity, Paternity, Adoption & Sick Pay schemes
- Enhanced employer Pension Contributions
- Employee Assistance Programme
- Cycle to Work scheme
- Season Ticket Loan scheme
- Group Life Assurance scheme
- Flexible working hours
- Commitment to Continuous Development

5. How to apply

Sending in your application

Please provide your CV with a covering letter explaining how you will meet the requirements in the person specification, along with the [equal opportunities monitoring form](#) and email to: recruitment@homelesslink.org.uk. Alternatively you can use the link to apply from the job advertisement on Homeless Link's Job Board.

The closing date for both posts is 9 am on Monday 15th August 2022. Applications received after the published closing date will not be considered.

We plan to hold interviews on 25th August 2022.

For any queries about the post, please email recruitment@homelesslink.org.uk

Supporting people with disabilities

Homeless Link is committed to improving its employment opportunities for people with disabilities. Please let us know if you require support, modifications, adjustments, or special equipment to assist you with the recruitment process. We will contact you to discuss your requirements further.

Supporting people with experience of homelessness

As part of Homeless Link's commitment to support people with experience of homelessness, we have committed to giving feedback to applicants who have experience of homelessness.

6. Privacy Notice

Data controller

Homeless Link, Minorities House,
2-5 Minorities, London EC3N 1BJ

As part of any recruitment process, Homeless Link collects and processes personal data relating to job applicants. We are committed to being transparent about how we collect and use that data and to meeting our data protection obligations.

What information does Homeless Link collect?

Homeless Link collects a range of information about you. This includes:

- your name, address and contact details, including email address and telephone number;
- details of your qualifications, skills, experience and employment history;
- whether or not you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process;
- information about your entitlement to work in the UK; and
- equal opportunities monitoring information, including information about your gender, ethnic origin, sexual orientation, health and religion or belief.

Homeless link collects this information in a variety of ways. For example, data might be contained in application forms, CVs, job application cover letters obtained from your passport or other identity documents or collected through interviews or other forms of assessment.

Homeless Link will also collect personal data about you from third parties, such as references supplied by former employers. We will seek information from third parties only once a job offer has been made and will inform you that we are doing so.

Data will be stored in Homeless Link's HR electronic filing systems and email.

Why does Homeless Link process personal data?

Homeless Link needs to process your data to enter into a contract with you.

In some cases, Homeless Link needs to process data to ensure that it is complying with its legal obligations. For example, we are required to check a successful applicant's eligibility to work in the UK before employment starts.

Homeless Link has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the organisation to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job and assess training needs. We may also need to process data from job applicants to respond to and defend against legal claims.

Homeless Link will process health information if it needs to make reasonable adjustments to the recruitment process for candidates who have a disability. This is to carry out its obligations and exercise specific rights in relation to employment.

Where Homeless Link processes other special categories of data, such as information about ethnic origin, sexual orientation, health or religion or belief, this is for equal opportunities monitoring purposes. Data that the organisation uses for these purposes is anonymised for reporting purposes and is collected with the express consent of applicants. Applicants are entirely free to decide whether to provide such data and there are no consequences of failing to do so.

Homeless Link will not use your data for any purpose other than the recruitment exercise for which you have applied unless you give us permission to do so.

Who has access to data?

Your information will be shared with colleagues in Homeless Link if access to the data is necessary for the performance of their roles. This includes members of the Central Services team, recruitment panel members for this vacancy and directors in the business area with a vacancy.

Homeless Link will not share your data with third parties, unless your application for employment is successful and we make you an offer of employment. Homeless Link will then share your data with former employers to obtain references for you.

Homeless Link will not transfer your data outside the European Economic Area.

How does Homeless link protect data?

The organisation takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties. Access to the Recruitment Email and the Recruitment folder is restricted to the Central Services team. Hard copies of application forms may be made for shortlisting purposes but personal information, e.g. Name, Address etc is removed and only supplied to panel for applicants attending the interview. All hard copy papers are shredded at the end of the recruitment procedure.

How long does Homeless Link keep data?

If your application for employment is unsuccessful, Homeless Link will hold your data on file for 6 months after the end of the relevant recruitment process. At the end of that period your data is deleted.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personal file and retained during your employment. The periods for which data will be held will be provided to employees in a new privacy notice.

Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require Homeless Link to change incorrect or incomplete data;
- require Homeless Link to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where Homeless Link is relying on its legitimate interests as the legal ground for processing; and
- ask Homeless Link to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the organisation's legitimate grounds for processing data.

If you would like to exercise any of these rights, please contact Matt Harrison on info@homelesslink.org.uk. You can make a subject access request by completing the organisation's Privacy Rights Request Webform at the bottom of the organisation's Privacy and Data webpage.

If you believe that Homeless Link has not complied with your data protection rights, you can complain to the Information Commissioner.

What if you do not provide personal data?

You are under no statutory or contractual obligation to provide data to Homeless Link during the recruitment process. However, if you do not provide the information, we may not be able to process your application properly, or at all.

Automated decision-making

Recruitment processes are not based solely on automated decision-making.

What We Do

Homeless Link is the national membership charity for frontline homelessness services. We work to improve services through research, guidance and learning, and campaign for policy change that will ensure everyone has a place to call home and the support they need to keep it.

Homeless Link

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www.homeless.org.uk
@HomelessLink

**Let's End Homelessness
Together**

