



Marie Curie

Job Description

Job title:	Research Manager – Information and Support
Department:	Information and Support Service, Caring Services
Location:	Home-based or office-based (London, Cardiff, Edinburgh)
Working hours	35 hours per week (part-time considered)
Contract type	Permanent
Reports to:	Information and Support Content Manager
Accountable to:	Information and Support Content Manager & Head of Research and Innovation
Grade:	MJES Grade E

Job Purpose/Summary

For over 70 years Marie Curie has worked to deliver a better end of life experience for everyone through practice, research and influencing. A key part of that mission means building our research evidence base and using this to inform practice. This new and exciting role will be based in the Information and Support Team within our Caring Services Directorate to enable evidence-led information and support and be the link between the Information and Support and Research and Policy teams.

The Information and Support (I&S) service provides a valuable service to people with a terminal illness, and their loved ones and carers, UK-wide. The key services within I&S are Support Line, Content, and Peer Support services (Telephone Bereavement support, and Check in and Chat). It is an interesting and growing part of the charity which offers a rewarding opportunity to work with others to improve end of life care and support, and an energetic, compassionate, and friendly team to work alongside. You will be a key member of the Information and Support team to offer dedicated support and information, and practical guidance to help people affected by death, dying and bereavement.

You will also work with the Research and Policy team to provide targeted and relevant evidence to inform care and support in the future. You will work with both teams to identify evidence gaps and to plan research to address the issues. Through practice, you will identify where policy needs to change and generate evidence to inform this. You will also be the key contact for research teams looking to collaborate with I&S on specific research projects.

Marie Curie's Information and Support function has unique proximity to patients and their families and you will support the Research and Policy team by helping to identify the challenges faced by those living with terminal illness and to facilitate the development of research questions to address the thematic priorities of the Research and Policy strategy - physical and mental health and wellbeing; financial security; relationships, carers and bereavement; and inequality and inequity in end of life experience.

The successful candidate will have experience of conducting research and be able to build strong working relationships with key stakeholders and work to deadlines. You might be a recent post-graduate looking to develop your experience in a busy national organisation with the opportunity to gain significant experience in a number of areas.

What we are looking for:

- Experience of generating and using research evidence to inform practice
- Excellent attention to detail and accuracy
- Excellent communication skills to work with people affected by death, dying and bereavement and with other teams within the organisation
- Ability to prioritise your work, and work independently
- A problem solver who can take proactive action to address any issues
- Resilient and able to adapt in fast paced environment

Key relationships

Internal

- You will be supported and nurtured in your role by a highly experienced, enthusiastic and passionate Information and Support Team and Research and Policy Team.
- Head of Information and Support
- Head of Research and Innovation
- Information and Support data analyst
- Senior Research Utilization and Service Innovation Lead
- Research Nurses
- Thematic policy leads
- Colleagues across the charity, including IT, Marketing and Fundraising
- Impact and Evaluation team

External

- Academic teams from our UK wide Research Network
- Marie Curie Research Grant Holders

Accountabilities (Duties and Responsibilities)

Information and Support

- To understand the issues that people face in matters related to death, dying and bereavement, and ensure our Policy team are aware of these matters.

- To conduct academic literature reviews to support our Content team to produce accurate, evidence-led content.
- To lead user research in collaboration with the Content team to produce user-centred, accessible content.
- To develop and review content schedules and processes based on existing and upcoming research.
- To proactively identify trends from people that contact us.
- To address evidence gaps relating to I&S practice in collaboration with the I&S Data Analyst.
- To be the primary contact for the Information and Support team for enquiries relating to research projects.
- To upskill the Information and Support team to better understand the impact to the people that we support.
- To develop a research active culture within the Information and Support team through engaging and educating staff about relevant research.
- To make referrals or signpost where appropriate, where further specialist support is required.
- To deliver system-led opportunities to measure impact and collect live data on the issues experienced by people affected by death, dying and bereavement.

Research

- To be familiar with the Marie Curie portfolio of research related to Information and Support.
- Use this evidence to devise and recommend policies and practices which promote and sustain innovation in the provision of information and support.
- To work closely with researchers whose projects have relevance to I&S practice to facilitate evidence-informed practice.
- Understand and communicate the challenges experienced by people affected by death, dying and bereavement who are using I&S services and consider how this could be addressed by research and policy change.
- Work with our Research, Policy and Public Affairs team to help identify issues which require systemic change in policy and practice, in order to improve the experiences of people affected by death, dying and bereavement.
- Promote research in to practice and to communicate information about studies and give presentations to team members and other relevant groups.
- Contribute to wider service development within own area of practice.
- To disseminate research findings both internally within Marie Curie place-based services and externally to promote evidence-informed Information and Support.
- To attend local and external research/project/steering group meetings and to support with impact where appropriate.
- Contribute to funded research projects where relevant.
- Communicate and present findings to relevant teams and senior stakeholders.
- To work with colleagues in policy and public affairs to ensure policy recommendations made to key stakeholders are informed by high quality evidence.

General

In addition to the specific duties and responsibilities outlined in this job description, all Marie Curie employees should be aware of their specific responsibilities towards the following:

- Marie Curie is committed to encouraging volunteering throughout the organisation and as such the post holder will be expected to support and respect volunteers, and may be asked to work alongside or supervise a volunteer as part of their role whilst working at Marie Curie.
- Marie Curie operates a no-smoking policy. The post holder should either be a non-smoker or be prepared not to smoke in any Charity premises, grounds or vehicles or when on Marie Curie business outside the office.
- Adhere to all health and safety and fire regulations and to co-operate with the Charity in maintaining good standards of health and safety.
- Adhere to all information governance, privacy and security policies, standards, guidelines and procedures; practise and promote secure behaviours.
- Adhere to all Marie Curie policies and procedures at all times
- Actively promote and support the safeguarding of vulnerable adults, young people and children, observing and adhering to Marie Curie policies on safeguarding
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the Charity into disrepute.
- Promote and sustain a responsible attitude towards equal opportunities and diversity within the Charity.
- Demonstrate a commitment to on-going registration requirements or any national professional or occupational standards associated with the role.
- Demonstrate a commitment to on-going learning and development and to participate in any training relevant to the role.
- For designated roles, the post holder will be responsible for health & safety, information governance, business continuity planning and/or risk management. (These responsibilities will be notified on appointment).

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.



Marie Curie

Person Specification

Job title: TBC

Criteria	Essential	Desirable	How assessed
Skills / Abilities	<ul style="list-style-type: none">• Excellent verbal and written communication skills, and a collaborative approach• Demonstrate understanding and empathy• Effective person-centred listening and questioning skills• Can work independently and well under pressure and deal with varying priorities• Ability to communicate analysis across all business functions and with external stakeholders• Able to translate technical matters and detail for non-technical stakeholders• Good attention to detail	Ability to effectively manage staff	CV, Interview and Application
Knowledge	<ul style="list-style-type: none">• Good understanding of how research can help influence decisions inform practice• Understanding of, and a commitment to, issues of equity, diversity and inclusion• Knowledge of different analytical approaches and	<ul style="list-style-type: none">• Understanding of an Information and Support, or Healthcare function within a large organisation• Experience of research	CV, Interview and Application

	<p>ability to use them to review evidence and develop research proposals.</p> <ul style="list-style-type: none"> • Sufficient knowledge of research methodologies to support senior researchers in delivering research projects. • Experience of communicating evidence in accessible ways to diverse audiences • Ability to follow processes ensuring customer data is managed in a GDPR compliant manner • Excellent IT skills, particularly Microsoft Office • Personal resilience to work in an environment that talks about death and dying 	<p>management software e.g. Excel, SPSS, NVivo</p>	
Qualifications, training and education	<ul style="list-style-type: none"> • Relevant degree • Evidence of research experience 		CV, Interview and Application
Experience	<ul style="list-style-type: none"> • Experience of communicating evidence in accessible ways to diverse audiences • Experience of producing academic outputs, including research papers and conference presentations 	<ul style="list-style-type: none"> • Experience of working collaboratively with colleagues in a UK wide organisation. • Experience of working in a similar role within NHS or similar sized charity organisation 	CV, Interview and Application
Other requirements	<ul style="list-style-type: none"> • Commitment to keeping up to date with best practice and attending relevant training 		Interview

	<ul style="list-style-type: none"> • Willingness to undertake occasional travel within the UK 		
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Where appropriate, reasonable adjustments to these criteria will be considered to accommodate personal circumstances such as disabilities